

**General Services Administration (GSA)
Federal Acquisition Service (FAS)
Assisted Acquisition Services (AAS)
Greater Southwest Region, Region 7**

Performance Work Statement (PWS) COVERSHEET

TASK: AM571001T5
TYPE: Time & Material

DATE: 15 Jan 10
AGENCY: 639 ACSG/PEC
Tinker AFB, OK

NAME: Comprehensive Engine Management Systems (CEMS)
PROJECT MANAGER (PM): Michelle Carpenter, GSA FAS, 405-609-8078
CLIENT REPRESENTATIVE (CR): Richard Olivarez, 639 ACSG/PEC
CONTRACT TYPE: Alliant

PWS Notice to Vendors:

1.0 Introduction: The objective of this Performance Work Statement (PWS) is to provide Comprehensive Engine Management System (CEMS) Program Management Office (PMO) a select group of highly qualified Information Technology (IT) software system engineers, technical support and help desk personnel that will facilitate the CEMS PMO to continue the high level of customer and system support for all the CEMS internal and external customers.

This PWS encompasses that the awarded contract organization support the overall objective of the CEMS PMO in its ongoing mission to provide the propulsion community with a responsive, accurate, and efficient automated IT system tool for managing USAF engine assets. The awarded contract organization shall provide a wide range of services including a staff of highly qualified personnel to support software development/testing/documentation per requirement documents called C4 System Requirement Document (C4SRD), system integration, software deployment, technical/customer support, configuration management, security, system tuning, client support administrator (CSA), hardware identification, networking technical expertise required by the system, cost effective sustainment evaluations that may include alternative technical solutions, and provide materials to the CEMS PMO or supporting organization as identified. The awarded contract organization shall provide support to open standards and multiple end-user platforms in addition to a mainframe platform with minimal disruption of services to the current CEMS user base.

The Offeror shall provide support personnel with intensive and progressive experience with USAF engine environments and proficiencies in engine management concepts and relevant organizational responsibilities. Performance of the services needed may require knowledge of major Department of Defense (DoD) initiatives such as the Expeditionary Combat Support System (ECSS), Global Logistics Support Center (GLSC) and Centralized Intermediate Repair Facilities (CIRFs) concepts. Detailed understanding of these DoD initiatives is paramount to determine how best to preserve the CEMS value added capabilities expected by the Major Commands (MAJCOMS) while moving CEMS into the future weapon system business enterprise architecture. Familiarity of the Chief Financial Officer (CFO) Act of 1990 and CEMS role in fulfilling those requirements is desired.

The Offeror shall work with CEMS PMO oversight and directions, and within allocated funding to support the associated tasks that are documented on C4SRD requirements. These requirements are received by the CEMS PMO on a continual basis as deemed necessary to sustain CEMS.

All documentation, software created or maintained, or any related information delivered, created or maintained under the authorization of this PWS is considered property of the USAF and shall not be utilized, replicated or provided to another organization without the consent of the CEMS PMO.

2.0 Contract Type: This is an incrementally funded time & material (T&M) task order.

The level of effort (labor hours) are provided as an estimate of the annual requirement. Offeror should use that information to price the base period as well as the option years. Offerors may propose an alternative labor mix as they deem appropriate for the task. However, an offeror proposing a higher or lower level of effort than the estimated level of effort must provide the rationale in the proposal for the increase or decrease so that it is clear that the Offeror understands the requirement.

Failure to provide this required effort may result in the withholding of payment or the Government may require correction IAW FAR 52.246.6, Inspection - Time and Materials, Labor Hour (May 2001).

For the purposes of developing pricing for this task, the contract the Base Period is estimated to commence on 1 March 2010 through 28 February 2011. This Time and Materials project which means that it is subject to incremental funding and also the availability of funds. Due to the inability to determine in advance the full scope of this requirement and the availability of funding, the government may adjust the level of effort required to support the task at any time without recourse from the successful vendor.

Exercising options is at the sole discretion of the government. The task may be allowed to expire at the end of the performance period and for any reason. However, one reason that an option may not be exercised could be dependent on the vendor's level of performance. This may result from the rejection of work requirements and deliverables.

Failure of the government to furnish such items or to require a level of effort in the amounts or quantities described in the Schedule as "estimated" or "maximum" "minimal" or "option" will not entitle the contractor to any equitable adjustment in price.

2.1 Period of Performance: For the purpose of preparing your price proposal, it is estimated that the period of performance for the initial period will begin on 01MAR2010 and last for a period of 12 months thereafter; this period will be referred to as the Base Period. This effort includes four (5), 12-month optional periods of performance which may be exercised by the Government. The Government is under no obligation to exercise the Optional periods. All terms and conditions applicable to the base period shall extend to the options unless otherwise agreed upon.

The periods of performance are as follows:

Base Period	_ 3/1/2010 to 2/28/2011
Option 1	- 3/1/2011 to 2/29/2012
Option 2	- 3/1/2012 to 2/28/2013
Option 3	- 3/1/2013 to 2/28/2014

- Option 4 – 3/1/2014 to 2/28/2015
Option 5 – 3/1/2015 to 2/28/2016

3.0 Proposal Submission Instructions

The contractor must submit proposals by the date and time established in the RFP notice posted in GSAs Electronic Ordering System (ITSS). If you are unable to attach your proposal in GSAs Electronic Ordering System due to some type of technical difficulty, you must report the problem to the PM, *Michelle Carpenter, 405-609-8078, michelle.carpenter@gsa.gov*, in sufficient time prior to closing to allow for the submission of the proposal via an alternative method.

NOTE: Failure to register properly in GSAs Electronic Ordering System (ITSS) is not an acceptable excuse for the inability to submit a proposal.

If a contractor decides to submit a “No Bid” in response to an RFQ, GSA requests they provide reasons why they chose not to participate.

The contractor will submit all questions concerning this PWS and PWS Coversheet to the GSA PM via email to *michelle.carpenter@gsa.gov* by close of business 4 working days after the RFP issue date identified in the GSA Electronic Ordering System (ITSS). The GSA PM will compile all questions and responses and post them in ITSS for all solicited vendors to view.

The only method by which any term of the PWS or PWS Coversheet may be modified is by a formal amendment to the PWS or PWS Coversheet generated by the issuing office. No other communication made whether oral, by email or in writing other than an official solicitation amendment prior to award of an official modification after award will modify or supersede the terms of the PWS or PWS Coversheet.

The Government reserves the right to make a selection based upon initial proposals; therefore the offeror should submit its best terms in its initial proposal. The Government also reserves the discretion to confer with offerors and request revised proposals, if needed, and may also determine to make no award.

Offerors shall thoroughly examine all solicitation documents and instructions. Failure to do so will be at the Offeror’s own risk. Failure to comply with all of the terms of the PWS coversheet may result in the Government’s elimination of the Offeror’s proposal from further consideration for award.

Proposal Submission Deadline: Proposals must be submitted by 0900 AM, CST, 15 business days after the RFQ is submitted in ITSS.

4.0 EVALUATION CRITERIA

The Government will make an award to the responsible offeror whose proposal conforms to the solicitation and represents the best value to the Government. The best value determination will be made using the following criteria listed in descending order of importance.

Technical Solution:

- Technical and Management Approach (TMA): TMA includes a Staffing Plan, a TMA narrative description of methodology used to satisfy the PWS, a Transition Plan and a Performance Based Surveillance Plan.
- Past Experience: Describe 3 projects that fit the complexity (scope/size/duration) of CEMS.

Price

The technical criteria, when combined, are significantly more important than price. Non-price factors will be evaluated first, then price. The award will be to the offeror that provides “best value” to the government. The Government may therefore award to other than the lowest-priced offeror. It is the government’s intention to make a single award.

TMA and PE make up the Technical Solution. The Technical Solution will be evaluated based on feasibility, practicability and appropriateness in accomplishing PWS requirements. A vendor must not simply state that it is willing to perform the PWS requirements, but must show that it is capable to perform the PWS requirements.

The government will evaluate the Technical Management Approach to determine if it is:

- Feasible: Can the vendor successfully accomplish the tasks with the resources identified and/or for the stated price.
- Practical: It the vendor proposing a logical approach that does not introduce a high level of risk in order to successfully complete the task requirements.
- Appropriate: A suitable approach that is within the scope of the task and satisfies all the task requirements (right approach for the job).

The government will evaluate Past Experience (PE) to determine its relevancy to scope, size and duration to the PWS requirements. Past Experience (PE) should reflect work that your firm has performed that shows that you have the capability to successfully complete the tasks identified in this solicitation and manage a workload of equal or higher complexity with an acceptable risk of satisfactory performance.

The following definitions will be used with respect to the above criteria:

Scope: The range of work/skills and focus being referenced is similar in nature to the requirements identified in the PWS. This is the most significant criteria in evaluating PE. Scope entails work activities, deliverables and complexity of work related to the requirements of this PWS.

Size: The amount of work being performed is at least similar or larger/more complex than the amount of work expected for the task. This can include work of similar or more complex scope and staffing requirements being comparable or more involved. It may be reflected also by similar or higher dollar value for work of similar or higher complexity.

Duration: The length of the referenced task is comparable or longer than the length of this task.

Price: Labor rates and total overall pricing which is derived from the proposed LOE, also evaluated for acceptability, will be evaluated to determine that they are fair and reasonable.

Best Value: Non-price factors (TMA/PE) when combined are significantly more important than price. However, though price is considered the least important factor, as differences in the non-price factors become less significant, price will become increasingly more important. Non-price factors will be evaluated first, then price. The award will be to the offeror that provides “best value” to the government.

Price is not a weighted factor but will be used in the Best Value Decision. The price proposal shall include the list of material, labor, ODC’s and travel estimates to perform this effort. All actual travel costs shall be reimbursed in accordance with the Joint Travel Regulations (JTR). The price proposal shall be in a spreadsheet format with a total price for each year, broken out by proposed labor categories and hourly rates/hours proposed. Add the government’s estimates for travel and ODC’s to each year and to the total summary of your price proposal.

5.0 Proposal Format

The contractor’s proposal must not exceed the following page limitations:

Cover Letter/Executive Summary (including the contractor’s DUNS, Tax ID, NAICS and Prompt Payment Discount) – Up to 2 pages

In your Executive Summary provide the following information: DUNS, Tax Id and NAICS Code, points of contact including their name/phone/email address. Indicate the percentage of the workload to be performed by each team member (if teaming is being proposed).

5.1 Technical and Management Approach (TMA): 15 pages (total per section is “recommended” but can be adjusted as long as total TMA does not exceed 15 pages.

A. Staffing Plan: Identify staffing plan for key and non key personnel, map your Alliant skills to those identified in the PWS, it is desired signed Letters of Intent for those employees filling positions defined by the government as “key” personnel and identify the level of effort (hours) associated with each skill are provided.

B. Technical and Management Approach: Describe in detail your knowledge and understanding of the requirements as outlined in the PWS. The TMA shall be IAW the section of this document titled Technical Management Approach Narrative.

B. Transition Plan. This Transition Plan shall include a milestone schedule for staffing, a training plan, and a proposed date by which the Offeror will assume responsibility for total contract performance.

D. Performance Based Surveillance Plan: Identify proposed task order performance measures and methodology to provide quality control. Describe the methods for identifying, correcting and preventing

defects in the quality of service performed before the quality level becomes unacceptable. This plan should be included in the 15 page TMA limit.

5.2 Past Experience (PE): 9 pages

Using the Past Performance/Experience Information Sheet (PWS/Appendix A) provide the desired information on your three (3) most relevant (preferably within the last three years) contracts of similar scope, size and duration. At least one contract should be a Federal contract. The requirement to submit past experience information applies to both the prime and all sub-contractors (total of 3 between prime and sub-contractors).

Teaming Arrangements: In the case of teaming arrangements, identify the percentage of CEMS workload that each team member will be responsible for. In assigning a past performance rating, commensurate weight will be given to past experience in accordance with the proportion of the CEMS task requirements each contractor will perform.

5.3 Pricing: 7 pages

Pricing should include the base and all option years, the government's estimates per year for travel and the ODC markup rate per your Alliant GWAC. Include the government's ODC estimates provided in the PWS and the vendor's ODC mark up rate. Include your Contract Access Fee (CAF) in your labor rates versus a separate charge. G&A will not be allowed to be applied against the cost of travel.

6.0 Technical and Management Approach (page limits w/in TMA are flexible)

6.1 Staffing Plan – 6 pages

Identify the labor hours proposed for each period of performance and for each category of labor. To ensure that the qualifications associated with the category of labor described in your proposal matches those described in the PWS, you are requested to Map your Alliant labor categories to those qualifications identified under each PWS skill listed in the PWS.

Key Personnel:

The government has identified "Key Personnel" for the total period of the project. The execution of project tasks will be subject to the precise assignment of specific individuals proposed by the vendor and identified in the proposal as "Key Personnel". Key Personnel Qualifications are described in the PWS.

Contractor employees filling the following positions are designated as "Key Personnel":

- ❖ Contractor Project Manager
- ❖ Senior Software System Engineer (mainframe)
- ❖ Senior Software System Engineer (server)
- ❖ Database Manager (Oracle)

The vendor (s) that propose Key Personnel that meet or exceed the qualifications, knowledge, skills and abilities listed in the PWS will be rated higher than those that do not.

For all positions other than key personnel, each vendor must certify in their proposal, that all employees proposed for this project are qualified for the position for which they are being proposed to fill based on

the desired qualifications listed in PWS. Matrix identifying labor categories, quantity of personnel and hourly rates. Approach will include specific skill categories with a description paragraph on specific duties each will perform.

Level of Effort (LOE):

Identify proposed level of effort (LOE), i.e., the proposed labor hours and staffing mix needed to support this requirement and any Special Projects that could arise requiring the vendor's response to a Work Order in addition to the basic work effort described in the PWS. The PWS provides the estimated level of effort for the staffing requirements as determined by historical data and future projections. The government anticipates that the vendor will require at least those labor hours identified in the PWS to complete this task. An offeror proposing less than the estimated level of effort risks the government determining it does not sufficiently understand the requirements of the PWS. Offerors must provide rationale that is determined to be satisfactory to the government in their proposals for any proposed decrease or increase in the estimated LOE. The government considers a full staff year to be 1880 hours which excludes holidays.

Mapping Alliant Skill Categories to PWS:

Based on the Offeror's proposed Project Staffing Plan, the Offeror should proposed the appropriate labor categories for the PWS and map the PWS skill categories to their Alliant GWAC labor categories.

The Offeror must demonstrate that the Contractor Project Manager (PM) has relevant project management skills including cost/schedule management using issue management, staff management, and project communications. In addition, the Contractor PM has those knowledges and abilities listed in the Contractor Project Manager Section in this PWS.

The Offeror must demonstrate that the Oracle Data Base Administrator (DBA) and Senior System Software Engineers have the appropriate relevant skills including Mainframe and/or Server application development/sustainment, XML schema development, Oracle system administration, Oracle database administration, web application, and tuning performance as applicable.

The threshold is met when the Offeror, through their staffing plan, displays a complete understanding of the PWS by proposing the labor mix and labor hours adequate to accomplish each of the Performance Requirement Factors.

6.2 Technical and Management Approach (TMA) Narrative – 5 pages

The TMA shall describe the offeror's knowledge and understanding of the requirements as outlined in the PWS and how they intend to satisfy the requirements. Identify the methodology and techniques you will use to fulfill the technical requirements including the management of the task and each work area and additional work orders that may be issued, as identified in the PWS. Identify your understanding of the requirement and capability to execute. The technical approach should clearly, but briefly, include a technical description of the Performance Requirement Factors described in the PWS (Note: This may or may not be a complete list but is intending to provide the Offeror with an understanding of the type support required to sustain the CEMS system).

The Offeror must identify the methodology and analytical techniques for fulfilling the technical requirements to support the CEMS PMO system. The Offeror must describe in detail their knowledge and understanding of the requirements as outlined in the PWS. Each offeror will be evaluated on their

demonstrated understanding of the task order requirements, the adequacy of the solution approach, the quality and completeness of their technical solutions to these objectives, and the overall qualifications and skill mix of the contractor workforce proposed to address these task order objectives.

- a) A brief overview of the methodology that will be used in performance of the technical requirement identified in the PWS, and a general description of how your technical approach will be applied to accomplishing the requirements.
- b) The logical sequence of tasks/events that you will perform to accomplish the requirements. Identify and describe the specific techniques and steps that will be applied during the accomplishment of all requirements of this project. Demonstrate how implementation of the proposed solutions will deliver timely, standard, stable, reliable, secure, flexible, responsive, compliant and cost effective services to meet the needs of those involved with these requirements. An offeror must not simply state that it is willing to perform the PWS requirements, but must show that it is capable of performing the PWS.
- c) The deliverables to be produced in response to the requirements. Describe your qualifications and corporate capabilities specifically related to perform the work required in the PWS.
- d) Provide an explanation for handling vacancies during the contract performance. Include plans to manage and staff the requirements as well as location of office that will provide management. Include a sound management approach in providing highly qualified and experienced key personnel with a proven track record of success in providing these requirements.
- e) Offeror must demonstrate an understanding of the role and function of the CEMS PMO systems in the overall propulsion management concept. Discuss your understanding, and experience with the CFO Act of 1990 and CEMS role in fulfilling those requirements.

6.3 Transition Plan: 2 pages

The Transition Plan shall include a milestone schedule for staffing, a training plan, and a proposed date by which the Offeror will assume responsibility for total contract performance. The transition plan will be evaluated to determine the level of confidence provided to the Government that the succeeding contractor can provide a satisfactory transition within an acceptable timeframe and also successfully manage the expectations of the organization as it relates to continuity of services.

6.4 Performance Base Surveillance Plan (PBSP) - 2 pages

This is a task order for commercial services. The contractor shall develop and maintain a quality process to ensure services are performed in accordance with commonly accepted commercial practices and existing quality control systems. The contractor shall develop and implement procedures to identify, prevent and ensure non-recurrence of defective services. The contractor must control the quality of the services and deliverables provided in support of this task; the contractor must maintain substantiating evidence that services conform to contract quality requirements and furnish such information to the government if requested. However, the government reserves the right to perform inspections on services provided to the extent deemed necessary to protect the government's interests.

Include a PBSP in the proposal describing how the offeror will insure quality and implement the PBSP. The vendor can improve upon the government's QASP contained in this PWS. Once the task is awarded, the improved QASP can be the one that is used to monitor the task order.

The total Performance Base Surveillance plan can be up to two (2) pages, matrix preferred. Offeror must provide performance measures or a measurement approach for the work the contractor performs in house

to include specific performance measurements that the Government can utilize to monitor the contractor's performance. This surveillance plan will assist the Government in ensuring the requirements are met in an efficient, effective, economical and expedient manner. The offered performance metrics will be evaluated on several factors to include the extent that they are:

- a. Comprehensive in their ability to quantify, measure, track and report operational performance relating to both system and management performance, as well as achievement of the objectives, results and requirements (Who, when and how to measure what). For instance, clarify performance standards (level or performance) and/or indicators.
- b. Identifying the highest level of service consistent with cost effectiveness.
- c. The contractor shall assist in maintaining the CEMS Configuration Management procedures which complies with ISO 9001:2008 standards. In addition, the contractor shall follow all Federal Government, National Institute of Standards and Technology (NIST), Institute of Electrical and Electronics Engineers and Federal Information Security Management Act (FISMA) specific policies and procedures as they relate to information technology, software development, configuration management, security, and privacy.
- d. Include a quantitative and qualitative method for the evaluation of work requirements (A matrix or Excel spreadsheet is preferred).

6.4.1 Government Quality Assurance Surveillance:

Contracts for commercial items shall rely on a contractor's existing quality control system as a substitute for compliance with Government inspection and testing before tender for acceptance unless customary market practices for the commercial item being acquired permit in-process inspection (Section 8002 of Public Law 103-355). Any in-process inspection by the Government shall be conducted in a manner consistent with commercial practice. The following QASP Matrix identifies the methods proposed for use by the government for quality assurance on this task.

QUALITY ASSURANCE SURVEILLANCE PLAN MATRIX

Required Services	Performance Standard	Method of Surveillance	Acceptable Quality Level/Incentives
Program Management	Conduct technical & functional activities needed to manage the program.	Independent Review by the Task Mgr and COR	100% Compliance
Advisory and Consultation Services in all work areas	Maintain good communication with customer and others involved with project in order to stay current with daily events. Recognize issues in time to make recommendations.	Client Representative monitors validated customer complaints and provides feedback to Task Mgr, GSA PM and GSA CO.	100% Satisfactory Resolution of any and all complaints.

	Advice and consultation results in efficient, cost effective and effective solutions.		
Status Reports/Invoices/etc.	On time delivery of monthly status reports, invoices, open contractor position report, status on on-order/back-orders and other required deliverables.	Client Representative monitors timely, compliant and accurate submission.	5% deviation. Any higher deviation will result in negative CPS vendor performance reporting. Possible rejection of inaccurate invoices resulting in non payment.
Surveillance	Sustainment of all application software whether that software resides on the mainframe and/or server.	Client Representative monitors sustainment activities for timeliness and compliance to requirements.	100% compliance. Timely, compliant and accurate software support results in favorable performance rating.
CEMS Project Support	Execute special projects as required by CEMS PMO management.	Client Representative monitors timely, compliant and accurate submission.	100% Timely, compliant, accuracy and complete. Will result in favorable (or negative) performance rating.

7.0 Past Experience

In rating the projects submitted in support of this evaluation factor, the Government will evaluate the firm's comparable corporate experience. The government's consideration of experience will include the offeror's organizational experience but will not include specific consideration of the offeror's proposed, current, or former contractor personnel experience as part of the offeror's organizational experience. The Offeror must demonstrate that they are technically capable of performing the requirements in this PWS and have experience with projects with a similar size and scope as CEMS, to include system integration, software sustainment, system operations, and relevant technologies. Provide the desired information on your three (3) most relevant (preferably within the last three years) contracts of similar scope, size and duration. At least one contract should be a Federal contract. The requirement to submit past experience information applies to both the prime and all sub-contractors (total of 3 between prime and sub-contractors). In the case where vendor's are teaming or subcontracting with other vendors, identify clearly in your proposal the percentage of the CEMS workload that each team member is responsible for.

Contractor Teaming Arrangements (CTA): If a CTA or prime-subcontractor arrangement is quoted, then for the experience factor each Team member (or critical subcontractor) may be evaluated individually and then factored together for an overall Team factor rating (taking into consideration the appropriate weight to give each Team member (or subcontractor) based on their planned performance as identified in the quote. For example, if the offeror's quote generally indicates to the Government that Team member "A" will perform a significant amount of work, then commensurate weight (significant weight in this example) is given to Team member A's experience rating in assigning the overall Team experience rating. An indication of the responsibilities being managed by each team member is required as part of the data to be included in your Executive Summary.

8.0 PRICING

Include a summary page that provides total proposed pricing for each period of performance which shall include the governments estimate for travel and a total dollar amount for the entire program (including all option years). Include your ODC mark up rate, your yearly labor rates escalation rate and include your Contractor Access Fee (CAF) in your labor rates (vs. adding as a separate charge). Character size must be at least 10 point character size including spreadsheets or charts to ensure legibility. In the pricing section of your response to this PWS, contractors shall include specific skill category(s) with labor rates the contractor expects to invoice and the number of positions with estimated total hours for each position.

- The contract holders will provide fully burdened labor costs for each proposed skill area along with travel and ODC's estimated by the government . If you fail to add the estimates for travel and ODC's, it will be added to your yearly totals prior to evaluating your proposed pricing. Note: G&A is not allowed on travel. Include your ODC mark up rate per your Alliant basic contract.
- The pricing information shall be in a spreadsheet format and be set out separately for the base year and each option year. It must include a total estimated price for the base and option year and a total estimated price for the entire task on a price summary page.
- Do NOT indicate labor rates will be escalated IAW any Economic Price Adjustments awarded under your Alliant GWAC basic contract. Escalation **MUST** be included in your labor rates proposed for this task as no additional increases for option year pricing will be allowed. The rates that you propose for this task will stand as the final rates for the base and option years in the task award.
- Rate Discounts: In an effort to receive the highest quality solution at the lowest possible price, the government requests all available discounts on services offered by contractors for this requirement. Contractors are encouraged to offer discounts below contract rates. When offering discounts, proposals must clearly identify both the contract and the discount price for each discounted labor rate.

8.1 Other Direct Costs / Travel

a) **Other Direct Costs:** Other Direct Costs (ODCs) may be required for this PWS. The Offeror must comply with the Alliant contract and this PWS for the new task order. The Offeror is limited to purchasing only those ODC items that are submitted for approval to the CR/COR/COTR, or designee, and subsequently authorized. This includes any additional hardware, software, or other ODCs that are required by the CEMS PMO and that are not being supplied to the vendor by the

government. The request must include the proposed price, all supporting documentation necessary to support a determination that the price is “fair and reasonable,” and an explanation regarding the need for the ODC. (Travel is not included.) ODCs are estimated to be \$109,140.00 for Licenses/Warranties and an estimated \$30,000.00 for IT Equipment, both over the life of the task order

As Per Alliant: Materials are reimbursed at cost (no profit) in accordance with the Payments under T&M and LH Contracts clause (FAR 52.232-7), subject to the Allowable Cost and Payment Clause (FAR 52.216-7) and FAR 31.2. Allowable indirect costs and ODCs may be included to the extent they are comprised only of costs that are clearly excluded from the hourly rate. An ODC markup rate is allowable if clearly proposed in your pricing proposal.

b) Travel: The Offeror will be reimbursed for travel to provide support at a Government site or other site as may be specified and approved by the COTR, or designee, under this PWS. All travel shall be approved by the COTR, or designee, and CO prior to commencement of travel. The contractor shall submit a narrative stating the purpose, location, time frame, number of employees, estimate for motel/rental car/transportation (airfare, private vehicle, etc.). In addition, the vendor must attach a copy of the approved GSA travel per diem rates as part of the cost estimate for the travel.

The contractor shall be reimbursed for authorized travel expenses that are actual, allowable, allocable, and reasonable and have been incurred in support of the task order. Reimbursement will be made in accordance with the Federal Travel Regulations currently in effect for authorized travel. The vendor will make every effort to submit travel requests a minimum of 2-weeks prior to travel and will provide estimated travel costs as part of the request.

The vendor will include estimated travel costs as shown in Table below in their yearly pricing totals and pricing summary for the overall project.

Travel Cost Estimates	
Base Year	\$5,000
Option Year 1	\$5,000
Option Year 2	\$5,000
Option Year 3	\$5,000
Option Year 4	\$5,000
Option Year 5	\$5,000
Total Estimated Travel Cost	\$30,000

9.0 Invoicing Instructions:

Payment Schedule / Invoicing: Billing and payment shall be accomplished in accordance with the PWS section on Invoicing. Failure to comply with these procedures may result in your payment being delayed, as the invoice may be rejected.

Invoice with Client Acceptance:

- a) The contractor must submit a copy of each invoice to the COTR (via the Information Technology Solution Shop (ITSS), for record keeping purposes and to obtain Client Acceptance. Client Acceptance is required for prompt invoice processing and payment.
- b) Invoices that cannot be accepted by the Client Representative (CR) digitally must be submitted via an email to both the CR and the GSA Project Manager (PM).
The contractor is responsible to obtain acceptance from client and submit accepted invoice to Finance for processing as instructed in the PWS.

10.0 Points of Contact.

- **Client Representative**
Richard Olivarez
639 ACSG/PEC
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Tinker AFB, OK 73145
405-736-3770
Richard.olivarez@tinker.af.mil
- **GSA Contracting Officer**
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Oklahoma City OK 73102
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rjohnson@gsa.gov
- **GSA Project Manager**
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Performance Work Statement (PWS)

for

Comprehensive Engine Management System (CEMS)

TASK NUMBER: AM571001T5

Table of Contents

Task Description and Requirements

1. Objective
2. Scope
3. Period of Performance
4. Performance Workload Requirements
5. Performance Requirements Descriptions
6. Contractor Staff Training

Performance Work Areas:

7. Contractor Project Management Support
8. Mainframe Support
9. Server Support
10. Web Application Support
11. Configuration Management Support
12. System Security Support
13. Help Desk Support
14. Information Technology Planning Support
15. Client Support Administrator (CSA) Support
16. Hardware / Software Planning Support

General Information:

17. Estimated Level Of Effort
18. Key Personnel Requirements
19. Government Identification of Key Personnel
20. Personnel Security Requirements
21. Access to Government Facilities
22. Property Security
23. Key Controls
24. Identification / Building Pass
25. Contractor Employee Guidelines
26. Organizational Conflict of Interest
27. Personal Services
28. Quality Assurance
29. System Security Requirements
30. Contract Deliverables
31. Records Data
32. Additional Clause Language
33. Other Direct Cost and Travel
34. Invoicing Instructions
35. Points of Contact

Appendices:

- Appendix A Past Experience Information Sheet
- Appendix B Client Rep Responsibilities for Task Order Admin.

**General Services Administration (GSA)
Federal Acquisition Service (FAS)
Assisted Acquisition Services (AAS)
Greater Southwest Region, Region 7**

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NAME: Comprehensive Engine Management Systems (CEMS)
PROJECT MANAGER (PM): Michelle Carpenter, GSA FAS, 405-609-8078
CLIENT REPRESENTATIVE (CR): Richard Olivarez, 639 ACSG/PEC,
CONTRACT TYPE: Alliant

BACKGROUND

The Comprehensive Engine Management System (CEMS) was authorized under the direction of the Secretary of Defense to provide an automated Information Technology (IT) tool to assist the Propulsion Product Group Mission (PPGM) accomplish their mission. The Engine Management System (D024) and the Cycle Reporting & Fatigue Tracking System (G337) functionalities were encompassed by the development and deployment of CEMS. The implementation of CEMS and its architecture culminated AFLC's mandate to consolidate multiple engine data vehicles into a reliable, responsive single data repository of engine data. As the Air Force "System of Record", CEMS provides all aspects of propulsion management, asset forecasting, inventory control, monetary/physical accountability, pipeline analysis and flow rates, Time Compliance Technical Order (TCTO) management, authorized configuration management, critical parts-life-tracking, on-conditioned maintenance, warranty/inspection tracking, actuarial analysis and maintenance history for all propulsion assets in the USAF inventory from cradle to grave. CEMS also supports engine diagnostics and trending and reliability centered maintenance. In addition, maintaining this history for a minimum of 12 years after that asset has been removed from the USAF inventory. CEMS is the source system of data management for War Readiness Engine (WRE) levels and Base Stock Levels (BSL) for spare and installed engine quantities and the current inventory is comprised of approximately 24,000 engines, valued at approximately \$40 billion. In addition to the engine inventory in CEMS, there are nearly 2 million serially tracked, life-limited, critical engine parts and components supported/maintained on a daily basis that are essential to the mission of the Air Force and the propulsion community.

The CEMS life-cycle, which began in 1983 and under the direction of the PPGM, has continuously adapted to meet its users and the USAF propulsion community's requirements. The fielding of CEMS and its hierarchical database designed architecture has provided the United States Air Force (USAF) an automated maintenance tracking system that resides on a centralized repository known as a Central Data Base (CDB). Prior to 1998, the primary method of capturing field-level input was by manually inputting transactions into the CEMS "Batch" processing. In 1997, CEMS implemented the Integrated Base-Level Engine Management System (IBEMS) as a system-to-system interface with the Core Automated Maintenance System (CAMS). This interface provides a real-time connection between systems with a common look and feel; thus reducing the potential of errors resulting from dual-inputs of base level activity from each respective system. Even though CEMS incorporated a Direct-Line-Reporting (DLR)

during its initial deployment, the field units were not mandated by their unit or Major Command to utilize this CEMS functionality. Primarily because this forced the field units to dual-input into both the field level system, CAMS, and the AFLC system, CEMS. In 1998, due the continuing emphasis on reducing dual-inputs, the success of CEMS DLR reporting and the success of IBEMS, batch input was virtually eliminated once the Major Commands enforced that dual-input be eliminated. Only a few Original Engine Manufacturers (OEMs) remained until they were also migrated from the “Batch” report process.

As the Air Force requires assistance in establishing and maintaining a technologically advanced and environmentally effective depot, responsible for maintenance, repair and overhaul (MRO) operations of USAF aircraft, engines, and other aircraft accessories, CEMS continues to provide exposure and visibility of critical engine components to the USAF propulsion community. A prime example of the CEMS PMO insuring the USAF is able to compete in the technology advancing world and IT evolution, the CEMS PMO positioned the propulsion management system, CEMS, for migration into a more universally accepted standard platform. The database management philosophy chosen was Oracle. This allowed for the creation and sustainment of our Operational Data Store (ODS) as message traffic is generated via DLR reporting on the mainframe application, where the application business rules reside. As users input transactions and are successfully processed, messages are formatted and delivered to the ODS via Websphere (MQ Series) in a near real-time process. The ODS serves as the infrastructure to provide all engine transactional events to the Air Force Data Services (AFDS). The AFDS will be the repository for the Expeditionary Combat Support System (ECSS) Oracle Product Suite planned to subsume all USAF legacy systems functionality upon deployment.

In 2002, the Global Integrated Maintenance Management System (GIMMS) was implemented as a vehicle to access legacy system, CEMS, through a more conventional methodology of a web browser.

The current climate of IT support for CEMS is to sustain the system until it’s subsumed by the overarching USAF objective to migrate a majority of the legacy systems into ECSS. ECSS is the major USAF initiative designed to provide support to the War fighter by transforming the way the Air Force performs its logistics business by utilizing commercial off-the-shelf (COTS) based systems with a limited number of bolt-on applications. This concept will provide universal access, visibility to consistent, real-time information across the enterprise. This is a similar concept utilized during the development and implementation of the legacy CEMS, but many legacy systems reside on platforms that are not conducive to an easy exchange of IT information. With numerous legacy systems throughout the USAF and their increasing cost to maintain, the “Expeditionary Logistics for the 21st Century” (eLog21) that is supported by the Secretary of Defense and other USAF leaders, chose the ECSS concept as a way to reduce cost and fulfill their future vision for an USAF IT system.

1. Objective: The objective of this Performance Work Statement (PWS) is to provide Comprehensive Engine Management System (CEMS) Program Management Office (PMO) a select group of highly qualified Information Technology (IT) software system engineers, technical support and help desk personnel that will facilitate the CEMS PMO to continue the high level of customer and system support for all the CEMS internal and external customers.

This PWS encompasses that the awarded contract organization support the overall objective of the CEMS PMO in its ongoing mission to provide the propulsion community with a responsive, accurate, and efficient automated IT system tool for managing USAF engine assets. The awarded contract organization shall provide a wide range of services including a staff of highly qualified personnel to support software

development/testing/documentation per requirement documents called C4 Requirement Documents (C4SRDs), system integration, software deployment, technical/customer support, configuration management, security, system tuning, client support administrator (CSA), hardware identification, networking technical expertise required by the system, cost effective sustainment evaluations that may include alternative technical solutions, and provide materials to the CEMS PMO or supporting organization as identified. The awarded contract organization shall provide support to open standards and multiple end-user platforms in addition to a mainframe platform with minimal disruption of services to the current CEMS user base.

2. Scope: It is desired for the Offeror to provide support personnel with intensive and progressive experience with USAF engine environments and proficiencies in engine management concepts and relevant organizational responsibilities. Performance of the services needed may require knowledge of major Department of Defense (DoD) initiatives such as the Expeditionary Combat Support System (ECSS), Global Logistics Support Center (GLSC) and centralized Intermediate Repair Facilities (CIRFs) concepts. Detailed understanding of these DoD initiatives is paramount to determine how best to preserve the CEMS value added capabilities expected by the Major Commands (MAJCOMS) while moving CEMS into the future weapon system business enterprise architecture. Familiarity of the Chief Financial Officer (CFO) Act of 1990 and CEMS role in fulfilling those requirements is advantageous.

The Offeror shall work with CEMS PMO oversight and directions, and within obligated task funding to support the associated tasks that are documented on C4SRD requirements. These requirements are received by the CEMS PMO on a continual basis as deemed necessary to sustain CEMS.

All documentation, software created or maintained, or any related information delivered, created or maintained under the authorization of this PWS is considered property of the USAF and shall not be utilized, replicated or provided to another organization without the consent of the CEMS PMO.

3. Period of Performance: For the purposes of submitting pricing for this contract the Base period of performance for this effort is estimated to begin on 1 Mar 10 for a period of 12 months thereafter. This period will be referred to as the Base Period. This effort includes five (5), 12-month optional periods. All terms and conditions applicable to the base period shall extend to the options unless otherwise agreed to by completion of an official modification to the task. The entire estimated period of performance is contingent on the Government exercising optional periods. The Government is under no obligation to exercise the Optional Periods.

Optional Periods of Performance (PoP):

- Option 1 – 3/1/2011 to 2/29/2012
- Option 2 – 3/1/2012 to 2/28/2013
- Option 3 – 3/1/2013 to 2/28/2014
- Option 4 – 3/1/2014 to 2/28/2015
- Option 5 – 3/1/2015 to 2/29/2016

This is a Time and Materials pricing arrangement that is subject to incremental funding and the availability of funds. Incremental funding will be added to this task as funding becomes available. The vendor cannot begin or continue work that exceeds the funding obligated under this task for any reason.

4. Performance Workload Requirements: Offeror shall ensure that the CEMS PMO is provided highly skilled professionals, capable, knowledgeable, qualified and experienced personnel to perform workload similar in scope and complexity existing in today's CEMS. The Performance requirements include:

- Project Management Support
- Mainframe Support
- Server Support
 - Mainframe Application Surveillance Support
 - Server Application Surveillance Support
- Web Application Support
 - Web Application Surveillance Support
- Configuration Management Support
- System Security Support
- Help Desk Support
- Information Technology Planning Support
- Client Support Administrator (CSA) Support
- Hardware/Software Planning Support
- Special Projects Support

It is desired, the Performance requirements include expertise in the following areas; however, this list may not be inclusive, and as technology advances additional expertise may be required.

CEMS scope equates to the following.

Mainframe Support encompasses the following:

- 650+ z/OS COBOL programs
- 1.75 million lines of code

Server Support encompasses the following:

- 1400+ modules
- 210k lines of code

Web application support encompasses the following:

- 64k lines of scripts
- 398k lines of code
- 2,976k files

CEMS hardware/software equates to the following.

Mainframe Support encompasses the following:

- Batch/Online processing
- Hierarchical database structure
- IBM Utilities
- Information Management System (IMS)
- Maintaining online response times under <3 seconds
- System Debugging
- z/OS operating system

Server Support encompasses the following:

- Oracle

Languages and tools utilized in supporting functions above:

- Abend-Aid for IMS
- Adobe Acrobat Pro

- Adobe Technical Communications Suite 1.3
- Advantage Vision: Builder
- Apache Axis
- Apache Tomcat
- Assembly
- IBM Information Management System (IMS), DB/DC
- C#
- C++
- COBOL
- Control-M, Control-M/Restart) & Control-O
- Computer Associates (CA) Top Secret Security (TSS)
- Distributed File Service (DFS)
- DreamWeaver 8
- File Transfer Protocol (FTP)
- Hibernate (Database Framework)
- HTML
- Interactive System Productivity Facility (ISPF)
- Java
- JavaScript
- JDOM
- Job Control Language (JCL)
- Log4J (Logging API)
- Message Format Services
- Microsoft Frontpage
- NetBeans 6.5
- .NET Framework
- Perl
- PKZIP
- Pointer Checker Plus
- Oracle Database Administration
- Oracle Failsafe
- Oracle PL/SQL
- Oracle Recovery Manager (RMAN)
- Restructured EXtended eXecutor (REXX)
- System Display and Search Facility (SDFS)
- SLF4J (Logging API)
- SQL
- Subversion
- Swing (GUI Framework)
- SyncSort
- Tapestry (Web Framework)
- Time Sharing Option (TSO)
- TSO Command List (Clist)
- Websphere (MQSeries)
- WebObjects 5.x (Frameworks and development environment)
- WebObjects Adapter/Monitor
- Visual Studio 2008
- VMWare Infrastructure Client

- VPS/TCP/IP
- VPSPrint
- Windows
- YRRID (Legacy Objects Framework)
- YourKit (Java Profiler)
- XML

5. Performance Requirements Descriptions: Functions to be performed will be within the scope of the following: The Offeror is responsible for providing personnel with qualifications in software, hardware and other functional areas as required by the Personnel Qualifications listed in the PWS and the knowledge, skills and abilities listed throughout the PWS that are utilized in the performance of CEMS requirements as described in the PWS. Contract personnel assigned to the following task must keep current on the technologies associated with these tasks, including state-of-the-art work and commercial systems in the technology areas associated with the performance of this task. It will be incumbent upon the contractor to upgrade technical skills via training should new technology become necessary for existing personnel. Contractor training must be coordinated with the COTR, or designee, to ensure no lack of coverage or impact to the CEMS PMO mission. Functions to be performed will be within the scope of the PWS for the awarded CEMS task. The specific estimated level of effort for the work requirements are contained in the PWS.

6. Contractor Staff Training

The Contractor shall provide fully trained and experienced personnel required for performance under this task order. Training of Contractor personnel shall be provided by the Contractor at the Contractor's expense, except:

- a) When upon receipt of a Contractor request for training, the Contracting Officer (CO) or Contracting Officer's Technical Representative (COTR) has provided written approval in advance determining it to be in the best interest of the Government.
- b) When the Government has given prior approval for training to meet special requirements that are peculiar to a specific task.
- c) For limited training of Contractor employee(s) when the Government changes the hardware and/or software during performance of an on-going task.

The Government will not authorize training for Contractor employees to attend seminars, Symposia, or User Group Conferences, unless certified by the Contractor and the client agency/organization that attendance is mandatory for the performance of task order requirements as stated in this PWS. When training is authorized by the COR in writing under the conditions set forth above, the Government will reimburse the Contractor for tuition, travel, and per diem, if required. All of the above is required with the invoice for it to be accepted and processed for payment.

Training at Government expense will not be authorized for the purpose of keeping Contractor personnel abreast of advances in the state-of-the-art or for training Contractor employees on equipment, computer languages, and computer operating systems that are available on the commercial market.

If contractor personnel who have received training at Government expense are removed from the task order for any reason, the contractor shall be responsible for providing like training for the replacement

person(s) at no expense to the Government. For tasks administered as T&M, “no expense to the Government” means that the contractor shall not invoice the Government for labor hours or travel of contractor personnel receiving the required training for the duration of the training.

PERFORMANCE WORK AREAS

7. Contractor Project Management Support: Offeror shall assign a contractor project manager dedicated to directing and complying with all aspects of this PWS. The contractor project manager shall maintain timelines, develop and maintain reports and be the liaison with the COTR, or designee. The contractor project manager shall be required to participate in technical working groups with other Government representatives and provide specialized expertise in design, software development and functional knowledge of aircraft and propulsion applications, architecture and business processes. The contractor project manager shall deliver all acquisition packages for purchases of hardware and software for the Government with prior approval of COTR, or designee. These purchases shall become Government Property. The contractor project manager shall track expenditures, deliveries and ensure that all items received are correct and in working order. A status report shall be delivered identifying on-order, back order, and delivered equipment, due to the Government as a result of contract procurement actions. If unacceptable orders are received, the contractor project manager shall be responsible for the Return Material Authorization (RMA) instructions and replacing the order. Contractor shall manage open positions identified under this PWS and report the status of open positions to the COTR, or designee. Contractor shall provide a weekly status briefing and report detailing projects in work. Contractor shall provide a Monthly Status Report (MSR) recapping the weekly briefings. Contractor shall provide a Monthly Funds and Man-hour Expenditure Report detailing planned versus actual labor hours, labor dollars, travel and other direct costs. Contractor shall develop and execute a Program Management Plan (PMP) to be delivered 30 calendar days after contract award detailing the proposed management plan as related to this PWS. Contractor and COTR, or designee, will establish an acceptable format for all reports and deliverables, and will be delivered via email to the CEMS PMO PM, COTR, or designee. The CEMS PMO retains the right to request the contractor to modify format at no additional cost to the Government. Estimated minimum Level of Effort (LOE) for this tasking is 1,000 hours per year.

8. Mainframe Support: As required, Offeror shall assist government personnel in maintenance of existing CEMS mainframe software applications in addition to developing new routines, modules, programs or processes using a combination of skills which must include COBOL, IMS DB/DC, z/OS (operating system), ISPF (TSO, CLIST, panels), and Job Control Language as deemed necessary to support all mainframe activities. The following skills are advantageous but not required: Sterling Software (Answer II), MQ Series, and Utilities (i.e. IEBGENER, etc.). This effort may involve actually doing the work and/or training other designated individuals in developing these maintenance/developmental activities. The complete process may involve analyzing requirements and environments, coding, testing the routines and processes for adherence to specified requirements, retesting and coding of identified problems, implementation of the logic/process changes into production, updating required documentation based on CEMS PMO standards/requirements and assist in analyzing problems and/or questions as requested by the CEMS user community and the CEMS PMO. Ten (10) years of COBOL/IMS DB/DC experience is required. Estimated minimum LOE for this tasking is 7,520 hours per year.

- a) **Mainframe Application Surveillance Support:** Offeror shall provide application mainframe support, to include daily monitoring of applications, using mainframe and desktop applications as required. This may involve actually doing the work or training other designated individuals in performing these activities. The complete process may involve analyzing software and

environment problems, testing for adherence to specifications, implementing software in a production, assist the mainframe owning organization with trouble shooting application mainframe problems, and maintaining the new additions as well as pre-existing configurations, backing-up and assist in recovery of production, test or development environments. Ten (10) years of knowledge or similar capability/experience with application mainframe support of IMS, COBOL, Websphere (MQ Series), JCL, and other languages and tools utilized to support the mainframe applications.

9. Server Support: As required, Offeror shall perform as an Oracle Data Base Administrators (DBA) plus develop databases and tables, routines, modules, programs or applications using a combination of Oracle and Windows OS skills. This may involve actually doing the work or training other designated individuals in developing these routines. The complete process may involve analyzing requirements and environments, coding the routines, testing the systems for adherence to specifications, implementing the routines in a development, production or test environment, maintaining the new code as well as pre-existing routines, and documenting the routines. Oracle support includes Operational Data Store (ODS), Propulsion Actuarial Client System (PACS) and back-up and recovery of all databases. Oracle support includes daily monitoring of all CEMS PMO Oracle databases and the interface with the Air Force Data Service. Ten (10) years experience as an Oracle DBA is required. Estimated minimum LOE for this tasking is 5,640 hours per year.

a) **Server Application Surveillance Support:** Offeror shall provide application server support, to include daily monitoring of applications, using server and desktop applications as required. This may involve actually doing the work or training other designated individuals in performing these activities. The complete process may involve analyzing hardware or software problems and environments, testing for adherence to specifications, implementing software in a production, assist the server owning organization with trouble shooting application server problems, and maintaining the new additions as well as pre-existing configurations, backing-up and recovery of production, test or development environments. Ten (10) years of knowledge or similar capability/experience with application server support of GIMMS, Web Server, Web Objects, Websphere (MQ Series), ORACLE, LOF, CEMS and other languages and tools utilized to support the server applications.

10. Web Application Support: As required, Offeror shall develop web applications and provide Commercial-Off-The-Shelf (COTS) product support requirements using a combination of skills and tools which include Visual Basic, Websphere (MQ Series), 3270 emulation, UTS60 emulation, Oracle applications and Oracle web development tools, Java, J2EE, XML, HTML, MS FrontPage, Web Objects, Distribution Interface Framework, Communications Interface Framework and other tools as required. This may involve actually doing the work or training other designated individuals in developing these routines. The complete process may involve analyzing requirements and environments, coding the routines, testing the routines for adherence to specifications, implementing the routines in a production, test or development environment, maintaining the new code as well as pre-existing routines, and documenting the routines. Ten (10) years of developing web-based applications are required. Knowledge of, or similar capability/experience with Global Integrated Maintenance Management System (GIMMS), Integrated Base-level Engine Management System (IBEMS), CEMS Line Print Daemon (LPD), Engine Load Program (ELP), CEMS Forwarding Program (CFP), Fly Time, Propulsion Actuarial Client (PACS) system, Reliability Centered Maintenance (RCM) Calculator and YRRID Legacy Objects Framework (LOF) modeling is required. Estimated minimum LOE for this tasking is 1,400 hours per year.

- a) **Web Application Surveillance Support:** Offeror shall provide application Web support, to include daily monitoring of Web applications, using server and desktop applications as required. This may involve actually doing the work or training other designated individuals in performing these activities. The complete process may involve analyzing hardware or software problems and environments, testing for adherence to specifications, implementing software in a production, assist the Web owning organization with trouble shooting application Web problems, and maintaining the new additions as well as pre-existing configurations, backing-up and recovery of production, test or development environments. Ten (10) years of knowledge or similar capability/experience with application Web support of GIMMS, Web Server, Web Objects, Websphere (MQ Series), ORACLE, LOF, CEMS and other languages and tools utilized to support the Web applications.

11. Configuration Management Support: As required, Offeror shall provide management, administrative and technical support personnel to assist the CEMS PMO with developing or sustaining the following: technical documentation, project management, presentations, Interface Control Document (ICD), technical writing, test case development and execution, security documentation, Chief Financial Officer (CFO) Act, quality assurance, document scanning, project scheduling, data standardization, and business operations. Additional support requirements may arise as the CEMS PMO conducts its daily operation of an Information Technology (IT) system. Five (5) years Technical Support experience and similar capability/knowledge of Net-Centric Data Strategy for the Department of Defense (Data Administration-8320.1) is required. Estimated minimum LOE for this tasking is 4,700 hours per year.

12. System Security Support: As required, Offeror shall assist the Information Assurance Officer (IAO) in establishing and documenting computer security procedures and measures to ensure that users maintain or dispose of information in accordance with (IAW) USAF policy and procedures, to include the CEMS PMO System Security Policy. The contractor shall assist in ensuring that maintenance activities on computer systems under IAO control are monitored. The contractor shall assist in performing CEMS mainframe security tasks, as well as GIMMS security tasks, some of which include creating accounts and user IDs and periodically validating user-access privilege levels. The contractor shall assist in ensuring system administrators are taking aggressive action to implement USAF and DoD advisories and prescribed safeguards. The contractor shall assist in updating and maintaining all security documentation. Estimated minimum LOE for this tasking is 1,880 hours per year.

13. Help Desk Support: As required, Offeror shall provide technical support personnel to respond to CEMS user's request for assistance or problem reports. Includes working with CEMS customers via telephone or email, logging activity with trouble tickets or other CEMS activities associated with supporting CEMS data requirements and providing end user training. Five (5) years experience with CEMS applications, functionalities, processes and procedures. Windows and MS Office experience is advantageous. Estimated minimum LOE for this tasking is 1,880 hours per year.

14. Information Technology Planning Support: As required, Offeror shall assist in providing support to plan for future growth and improvement the CEMS PMO systems. This would include assessing current, in-place systems in relation to the present and future needs, new technologies and/or products that may improve efficiency and performance. The contractor staff shall assist in conducting analysis of alternatives, market research, and application acquisition package recommendations. Contractor shall

assist when collaborating with other organizations when required to support the CEMS systems. Recommendations shall be provided to identify future system requirements, network requirements (including new implementation and/or expansion), software needs and future technical support service needs. Ten (10) years competence and experience in CEMS, IT assessment and project development are required. Estimated minimum LOE for this tasking is 440 hours per year.

15. Client Support Administrator (CSA) Support: As required, Offeror shall assist in providing CSA support for government computers by assisting the government personnel in managing and troubleshooting all government computers and other information technology equipment assigned or utilized by the CEMS PMO. A CSA is required to perform a broad range of responsible and complex computer systems administration duties in the implementation and maintenance of IT systems; to provide technical support for a combination of desktop, server and network hardware, software and peripheral equipment; to upgrade existing hardware and software, to correct reported hardware and/or software problems; and to perform a variety of technical tasks relative to assigned area of responsibility. In addition, CSA duties include establishing/maintaining accounts, access, clearance, and passwords to network providers and other locations where required information is to be downloaded, or viewed in performance of this PWS. Estimated minimum LOE for this tasking is 480 hours per year.

The CSA shall be certified in Computing Technology Industry A+ before performing work on any Government computers or equipment. The CSA will work under the guidance of all associated Air Force Instructions and Manuals (AFI/AFM) that are applicable for managing AF IT equipment, networks, and system access. The following lists are some but not all inclusive of the guidance to be followed by the CSA:

- AFI 33-115, Communications and Information, Network Operations (NETOPS)
- AFI 33-202, Communications and Information, Licensing Network Users and Certifying Network Professionals
- AFM 33-223, Communications and Information, Identification and Authentication

16. Hardware/Software Planning Support: As required, Offeror shall assist in tracking and maintaining records of all software/hardware maintenance agreements pertaining to CEMS applications, computers and software licenses. The contractor shall assist in ensuring the latest approved COTS software tools reside in authorized CEMS personal computers, to include maintaining an inventory accountability listing. The contractor shall assist in providing recommendations on software acquisitions, maintenance renewals, and upgrades. The contractor shall assist in acquiring new software, hardware or upgrades and in acquiring or renewing maintenance agreements for the CEMS PMO as coordinated by the COTR or designee. Five (5) years experience with product procurement and hardware/software maintenance agreement management is required. Estimated minimum LOE for this tasking is 440 hours per year.

17. Estimated Level of Effort (LOE):

17.1 Historical LOE Information from the Current Task Order: The Current contract is being executed by Science Application International Corporation (SAIC) performing under their GSA Millennium-Lite. The previous task order was awarded under contract number GS07T00BGD0028. Labor Categories and average annual hours per category utilized for the previous task order GSA Millennium Lite included:

APPSYSANAL/PRMR-SR	– 13,160 hours
S'WARE SYS ENG-LD	– 5,640 hours
COMPUTER OPNS MGR	– 1,880 hours
DB ADMIN	– 1,880 hours
DOCUMENTATION SPEC SR	– 3,760 hours
HELP DESK COORDINATOR	– 3,760 hours
WEB CONTENT ADMIN	– 1,880 hours
WEB SECURITY ADMIN	– 1,880 hours
PROJECT MANAGER	– 1,880 hours

17.2 Estimated Level Of Effort (LOE)

CEMS anticipates the vendor will require a minimum level of effort (LOE) as identified in Table 4 to complete this task.

Table Estimated Level of Effort

Labor Per Requirement	Estimated Hours by Labor Category					
	Base	OY1	OY2	OY3	OY4	OY5
Project Management Support	1,000	1,000	1,000	1,000	1,000	1,000
Mainframe Support	7,520	7,520	7,520	7,520	7,520	7,520
Server Support	5,640	5,640	5,640	5,640	5,640	5,640
Web Application Support	1,400	1,400	1,400	1,400	1,400	1,400
Configuration Management Support	4,700	4,700	4,700	4,700	4,700	3,760
System Security Support	1,880	1,880	1,880	1,880	1,880	1,880
Help Desk Support	1,880	1,880	1,880	1,880	1,880	1,880
Information Technology Planning Support	440	440	440	440	440	440
Client Support Administrator (CSA) Support	480	480	480	480	480	480
Hardware/Software Planning Support	440	440	440	440	440	440
Total Estimated Direct Labor Hours	27,260	27,260	27,260	27,260	27,260	26,320

The above labor mix currently supports the CEMS PMO and each labor category is described in the Performance Requirements factors.

Offerors are not obligated to use this staffing and may propose any alternative solution that the Offeror believes will provide the best value to the Government and meets the requirements in the PWS. However, your solution will be evaluated to ensure that your firm understands the staffing support requirements of the PWS. An explanation for a deviation from this estimate must be satisfactory and will be evaluated. A vendor that proposes an alternative LOE which deviates from the governments estimates risks the government determining that they do not understand the government's requirements.

If the offeror desires/chooses to propose alternative solutions the offeror must provide the rationale explaining why they chose to deviate from the proposed mix (labor category and hours) so that it is clear that they understand the requirement. Deviating without providing an explanation may raise questions concerning the offeror's understanding of the task requirements and may lead to an unacceptable rating.

The Government considers 1,880 hours (excluding Holidays) to be a full year of labor for one individual.

18. Key Personnel Requirements

Certain skilled experienced professional and technical personnel are essential for accomplishing the work to be performed. These individuals are defined as “Key Personnel”, and are those positions listed below with qualifications described in the PWS. The government has identified these “Key Personnel” for the total period of the project. The execution of project tasks will be subject to the precise assignment of specific individuals proposed by the vendor and identified in the proposal as “Key Personnel”.

Substitution of Key Personnel: No substitutions shall be made of accepted “Key Personnel” except for sudden illness or death, or termination of employment. Substitutions shall only be accepted if in compliance with the following terms for Substitution of Key Personnel. All contractor requests for approval of substitutions shall be submitted in writing to the COTR, or designee and CEMS PMO management at least twenty (20) days in advance of the effective date, whenever possible. The request shall provide a detailed explanation of the circumstances necessitating the proposed substitution, a complete list of qualifications for the proposed substitute, and any other information requested by the CEMS PMO management necessary to approve or disapprove the proposed substitution.

The contractor shall ensure “Key Personnel” are available for the total period of the contract. The execution of project tasks will be subject to the precise assignment of specific individuals identified as “Key Personnel”.

It is desired for the Offeror to provide support personnel with intensive and progressive experience with USAF engine environments and proficiencies in engine management concepts and relevant organizational responsibilities.

19. Government Identification of Key Personnel

Contractor employees filling the following positions are designated as “Key Personnel”:

- ❖ Contractor Project Manager
- ❖ Senior Software System Engineer (mainframe)
- ❖ Senior Software System Engineer (server)
- ❖ Database Administrator (Oracle)

The contractor shall ensure each “Key Personnel” assigned by the vendor to work on this effort are fully qualified.

Contractor employees filling the following positions are designated as “Key Personnel”:

Contractor Project Manager
Senior System Software Engineer (mainframe)

Senior System Software Engineer (server)
Database Administrator (Oracle)

19.1 Key Personnel Qualifications:

REQUIRED QUALIFICATIONS:

The Offeror shall provide support personnel with intensive and progressive experience with USAF engine environments and proficiencies in engine management concepts and relevant organizational responsibilities. In addition to the qualifications below described for each individual position, describe experience and technical expertise that each “Key Personnel” has and how the experience and expertise was obtained, in the following USAF systems/functions:

Integrated Maintenance Data System (IMDS) formally CAMS
Comprehensive Engine Management System (CEMS)
Core Automated Maintenance System for Airlift (G081)
Defense Information System Agency (DISA)
Base Communications Squadrons
Air Force Portal
Central Communications Center (CCC)
Expeditionary Combat Support System (ECSS)
Air Force Data Services (AFDS)
Enterprise Service Bus (ESB)

Key Personnel’s technical qualifications and experience requirements are as follows:

Contractor Project Manager:

10 years Project Management
10 years Infrastructure Software Development
10 years Integrated Base Engine Management System software Development
10 years Software Development in
IBM Mainframe
Oracle
10 years Aircraft Engine Management

Additional desired qualifications as stipulated in paragraph 19.2. Contractor Personnel Requirements/Contract Program Manager, of this PWS and in-depth experience in all areas listed paragraph 4.0, Performance Workload Requirements of this PWS.

Senior System Software Engineer (mainframe):

10 years Infrastructure Software Development

Additional desired qualifications as stipulated in paragraph 19.2. Contractor Personnel Requirements/Senior System Software Engineer (Mainframe/Server)

and/or experience listed in paragraph 4.0, Performance Workload Requirements of this PWS.

Senior System Software Engineer (server):

10 years Infrastructure Software Development

Additional desired qualifications as stipulated in paragraph 19.2. Contractor Personnel Requirements/Senior System Software Engineer (Mainframe/Server) and/or experience referenced in paragraph 4.0, Performance Workload Requirements of this PWS.

Database Administrator (Oracle):

10 years Infrastructure Software Development

Additional desired qualifications as stipulated in paragraph 19.2, Contractor Personnel Requirements/Database Administrator and/or experience referenced in paragraph 4.0, Performance Workload Requirements of this PWS.

DESIRED QUALIFICATIONS:

The following desired qualifications, knowledge, skills and abilities are provided for each key position:

Contractor Project Manager: Contractor Project Manager (CPM) shall be the primary technical and managerial interface between the contractors, the COTR, or designee. The CPM will be responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies, and communicating policies, purposes and goals of the organization to subordinates. The CPM is ultimately responsible for the quality and efficiency of the requirement (C4SRDs) completed for CEMS. The CPM shall be a direct employee of the prime contractor and will have recent experience successfully planning, directing, and managing projects similar in size and scope to the requirements documented within this PWS support of the CEMS PMO. The CPM will assign tasking to contractor personnel, supervise on-going technical efforts, and manage overall task order performance. It is desired the CPM shall demonstrate experience with the following:

- Strong experience in problem resolution and customer satisfaction accomplished within prescribed timeframes and funding parameters
- Working knowledge and experience administering and managing multiple IT tasks and substantial IT programs similar in size and scope to those of the contractor's proposed solution to the task order
- Technical and administrative leadership of task compliance with industry accepted standards
- Knowledge of configuration management and quality assurance concepts and guidelines
- Experience successfully managing COTS-based system development efforts, including areas such as system integration, and web content management
- Experience successfully managing a large IBM mainframe application to include various methodologies of interfacing with multiple systems on different platforms
- Ability to analyze, diagnose, and define problems and issues, and to develop resolutions pertaining to system development/sustainment
- Demonstrates ability for oral and written communication with highest levels of management

The PM will have full authority to act for the contractor on all contract matters relating to daily operations. The PM, or designee, must be available during normal duty hours, as specified herein and to meet with CEMS PMO management within 24 hours to discuss problems.

The PM shall meet with the COTR, or designee and CEMS PMO management as necessary to maintain satisfactory performance and to resolve other issues pertaining to Government/Contractor procedures.

At these meetings, a mutual effort will be made to resolve any and all problems identified. Written minutes of these meetings shall be prepared by the contractor, signed by the contractor's designated representative, and furnished to the Government within two (2) business days of the subject meeting.

The Contract Project Manager must be able to read, write, and speak English. The contractor may designate an Alternate PM, with the similar capabilities and education as the PM that may act in the PM's absence. The PM for this contract is to be determined at time of award.

Senior Systems Software Engineers (for both the Mainframe and the Server): The Senior Systems Software Engineers shall provide technical leadership in software design and sustainment of all system functionality and provides technical guidance to the software development staff. The Senior Engineers shall demonstrate:

- Thorough understanding of the proposed programming environments such as Oracle, Information Management System (IMS) and related tools and technologies.
- Possess development experience with a variety of these tools on multiple operating platforms.

Database Administrator (Oracle): The Database Administrator (Oracle) is responsible for all environmental aspects of the Oracle database and related applications environment. The DBA shall provide technical leadership in database management, design and assist the software development staff to resolve or provide technical solutions to defined requirements. The DBA is responsible for installation of new software releases, configuration of hardware/software, data analysis, database design, data modeling and optimization, performance analysis/tuning and disaster recovery. The DBA shall demonstrate:

- Thorough understanding of the Oracle Database Management and related tools and technologies,
- Plus possess DBA expertise in a variety of rolls on an Oracle platform.

19.2 Contract Personnel Requirements

Contractor Personnel: The contractor shall be responsible for managing and overseeing the activities of all contractor personnel, as well as subcontractor efforts used in performance of this PWS. The contractor's management responsibilities shall include all activities necessary to ensure the accomplishment of timely and effective support, performed in accordance with the requirements contained in the contract.

Contractor personnel shall present a neat appearance and be easily recognized as a contractor employee by wearing a Security Identification Badge at all times while on Government premises. When contractor personnel attend meetings, answer phones, and work in other situations where their status is not obvious to third parties they must identify themselves as such to avoid creating the impression that they are Government employees.

The contractor shall ensure the continued assignment of personnel from project start to project finish. In the event an individual becomes incapacitated or leaves the company, it is the responsibility of the

contractor to have qualified and/or cleared (if required) individuals on staff to accomplish the task with a minimal learning curve.

20. Personnel Security Requirements: Contractor personnel (prime, team member and/or sub-contractor) working on this PWS shall sign a Contractor Employee Non-Disclosure Agreement (NDA) and submit it to the COTR, or designee, before starting work. In addition, a National Agency Check Plus Written Inquiries and Credit Check (NACI) for Security Clearance is required prior to gaining access to any Government network. This access will be denied and/or restricted until such time the NACI has been accomplished with a favorable finding. Contractor employees, through work on this task order, may be afforded access to sensitive data as part of their assigned duties. By signing the NDA, contractor personnel affirm to use the data only in a manner as determined by their job and not in any unlawful way. The contractor shall also ensure that all personnel assigned to this task (including all sub-contractors and consultants) execute and adhere to the terms of the non-disclosure statement, protecting the proprietary information of the Government and other contractors. Assignment of personnel who have not executed this statement or failure to adhere to this statement will result in action by the Contracting Officer (CO), as deemed appropriate.

21. Access to Government Facilities: The contractor will be allowed limited access to the Government's facilities. The Government will provide access to the contractor to be able to enter the Government building.

22. Property Security: The contractor shall be responsible for safeguarding all Government property provided for contractor use. At the end of normal duty hours and after normal duty hours, all Government facilities, equipment and materials must be secured by following internal office procedures for locking up offices and equipment. Also government network security procedures must be adhered to at all times. The on-site contractor shall clean, and maintain assigned spaces in an orderly fashion and repair any damage caused by the contractor. Government assigned office rules will apply to the on-site contractors as applicable to on-site Civilians.

23. Key Controls: The contractor shall establish and implement methods to help ensure sure all office keys issued to the contractor by the Government are not lost, misplaced and are not used by unauthorized persons. The contractor shall not duplicate any keys issued by the Government. However, if a key is lost or duplicated, the contract project manager shall immediately report this incident to the COTR, or the designee. The contractor may be required, upon written direction of the COTR, to re-key or replace the affected lock or locks at no cost to the Government. The Government may, however, at its option, replace the affected lock or locks or perform re-keying and deduct the cost of such from the monthly payment due the contractor. If a contractor loses or duplicates a master key, the Government will replace all locks and keys and the total cost will be deducted from the monthly payment due the contractor.

The contractor must prohibit the use of keys issued by the Government by any persons other than the contractor's employees. Opening of locked areas by contractor employees to permit entrance of persons other than contractor employees engaged in PWS requirements in those areas is prohibited. If a contractor permits entrance of an unauthorized person on the USAF facility and/or into a Government building, the Government is not responsible for the safety of that unauthorized person. All keys shall be turned over to the COR/COTR at task order expiration.

24. Identification / Building Pass: The contractor shall ensure that their personnel are available for photo identification badges on a schedule to be determined by the COTR, or designee, or as required by the facility where the PWS is being executed. The badges will be made by the Government utilizing supplies, materials and equipment provided by the Government. Each contractor employee must sign for the appropriate badge at the time of photographing. The contractor must be able to pass clearance procedures to obtain a Government Contractor ID Badge. The Government will help execute procedures to obtain Government Contractor ID Badges.

- a) The contractor shall also ensure that each contract employee performing work under this PWS display their photo-identification badges at all times they are present on duty in the building. Refusal or repeated neglect to display the photo-identification may result in an unsuitability determination.
- b) Upon task expiration, termination, resignation or other event leading to the release of a contractor employee from this task, the contractor shall return all Government identification, building passes, keys, and other Government property issued to that contract employee. Failure on the part of the contractor may result in the contractor's liability for all costs associated with correcting the resultant breach in building security.
- c) The contractor must notify the COTR, or designee, when the contract employee government badges are lost. It will be the responsibility of the contractor to pay for replacement badges at the current replacement cost per badge, if applicable.
- d) The requirements of this PWS are applicable to all team members and/or subcontractors who will work at the CEMS PMO site.
- e) Furthermore, if applicable, the building pass and/or other access device(s) previously given to the contract employee must be immediately surrendered, returned, or delivered to the security officer of the Government facilities.

25. Contractor Employee Guidelines:

a) Contractor interfaces: Contractor and any sub-contractors may be required as part of the performance of this effort to work with other contractors working for the Government. Such other contractors shall not direct this contractor or its sub-contractors in any manner. Also, this contractor and their sub-contractors shall not direct the work of others contractors in any manner.

The Government will establish an initial contact between the contractor and other contractors assigned to the CEMS PMO. Conventions for the scheduling and conduct of future meetings/contacts between contractors will be established at a kick-off meeting.

b) Cooperation with Other On-Site Contractors: When the Government undertakes or awards other contracts for additional work at the facilities, the contractor must: (1) fully cooperate with the other contractors and Government employees, and (2) carefully fit its own work to such other additional contracted work as may be directed by the COTR, or designee. The contractor must not commit or permit any act that will interfere with the performance of work awarded to another contractor or with the performance of other government employees.

In any case where, in the course of fulfilling the PWS requirements, the contractor disturbs any work guaranteed under another separate contract, the contractor shall restore such disturbed work to a condition satisfactory to the COTR, or designee, and guarantee such restored work to the same extent as it was guaranteed under the other contract.

c) Productive Direct Labor Hours: The contractor can only charge the Government for Productive Direct Labor Hours. Productive Direct Labor Hours are defined as those hours expended by contractor personnel in performing work under this PWS. This does not include sick leave, vacation, Government or contractor holidays, jury duty, military leave, or any other kind of administrative leave such as acts of God (i.e. hurricanes, snow storms, and tornadoes) or the public enemy, Presidential funerals, or any other unexpected Government closures. All authorized chargeable direct-labor hours are based on approved government workdays. All days designated by the government as non-work days (e.g. "Down Days") are not chargeable hours against this PWS.

d) Hours of Work: The normal duty hours of operation are from 0730 to 1630, Monday through Friday. Overtime is not authorized on this PWS unless prior approval by the COTR, or designee, which has the authorization to grant an Extended Work Week (EWW). The COTR must first determine that adequate funding is obligated to the task to support the overtime that is being considered for authorization.

e) Government Holidays: The following Federal Government holidays observed by Government personnel are:

- New Year's Day
- Martin Luther King's Birthday
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Christmas Day

In addition to any other day designated by Federal Statute, Executive Order, and/or Presidential Proclamation as a Federal holiday.

f) Emergency or Mission Objectives: The contractor may be required to perform services outside the normal hours of duty due to emergency or special event circumstances. These occasions should require advanced approval of the COTR, should be infrequent and will require that services be performed after normal working hours in the evening or weekends. The COTR, or designee, and the contractor will mutually agree upon all deviations to the work schedule. After completion of the work, the contractor shall provide written documentation of the work accomplished to the COTR, or designee within one business day. Contractor is expected to meet the client's production schedules, which may cause the contractor to work beyond normal duty hours, to meet mission objectives. These "Emergency and Mission Objective" hours are chargeable against this PWS if advanced approval from the COTR or COTR designee has been obtained in writing. A memo or email will suffice as written approval. The COTR is required to make a determination that adequate funding has been obligated to the task to support the work requirements.

g) Payment for Unauthorized Work: No payments will be made for any unauthorized supplies and services or for any unauthorized changes not documented on an C4SRD or directed by the CEMS PMO. This includes any services performed or meetings attended that do not directly

support this PWS; or any service performed by the contractor of their own volition or at the request of an individual who is not a CEMS PMO civilian.

h) Place(s) of Performance: The work will be performed primarily at the site of the Government host office and on occasion at off-site locations. Meetings could be held at other Government agencies within the Tinker Air Force Base or Oklahoma City, Oklahoma area. The contractor will also be expected to support Temporary Duty (TDY) assignments in direct relationship to requirements associated or supporting specific workload.

The PMO will provide the contractor staff with workspaces to include computer equipment, telephones, necessary office supplies, and access to printers, fax machines, and other system hardware/software required to provide services under this PWS.

i) Administrative Considerations:

- **Standards of Conduct:** The contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity.
- The contractor will be responsible for taking any disciplinary action with respect to its employees, as may be necessary to enforce those standards.
- The Contractor shall remove any employee from performing duties assigned under this PWS at the Government building, should the employee's performance warrant such action. The Government will request the contractor to immediately remove any employee of the contractor from the Government building/work-site if the CO determines that the employee of the contractor is "unsuitable" for security reasons or is otherwise found to be unfit for performing his/her assigned duty at a Government building. The following areas (not all-inclusive) are considered justification for requesting the contractor to immediately remove an employee from a Government building/work-site:
 - Violation of agency and contractor security procedures and regulations.
 - Violation of the rules and regulations governing public buildings and grounds, set forth in Title 41 CFR Subpart 101-20.3, Conduct on Federal Property.
 - Endangering or thought to be a danger to themselves or other individuals.
- Upon determination of the Contractor, per justified request from the CEMS PMO, the contractor must remove an employee from or deny access to a Government building worksite, the contract employee's clearance and access to the Government facility must be immediately revoked or otherwise terminated and a qualified replacement must be hired by the vendor within 14 calendar days.

j) Government Furnished Equipment Inventory

The contractor shall be accountable for the computer equipment assigned to them, and shall comply with all the regulations as directed in Air Force Instruction (AFI), Communications and Information, Information Technology Hardware Asset Management, 33-112. The Government Automated Data Processing Equipment (ADPE) Custodian will provide guidance as required. In complying with this instruction, the contractor shall only utilize the provided Government equipment for official or authorized purposes.

The contractor shall not remove any equipment designated as accountable unless the Automated Data Processing Equipment (ADPE) Custodian has provided a hand receipt for that equipment. If an Information Technology (IT) asset is to be removed, the "Hand Receipt" must include, at a

minimum, item description, serial numbers, and location. The “Hand Receipt” must accompany the piece of IT equipment at all times.

k) Correspondence: To promote timely and effective administration, correspondence shall be subject to the following procedures:

- Technical correspondence, where technical issues relating to compliance of the C4SRD shall be addressed to the appropriate CEMS PMO civilian, with an information copy to the COTR, or designee, if applicable.
- Other correspondence which proposes or otherwise involves waivers, deviations or modifications of C4SRD requirements, shall be addressed to the appropriate CEMS PMO civilian.
- All correspondence related to contract issues shall be forwarded to the COTR, the GSA Project Manager and the GSA Contracting Officer. Inquiries concerning invoices shall be addressed to the GSA Project Manager with an information copy to the COTR and designee.

26. Organizational Conflict of Interest (OCI)

26.1 Requirement for Certification of Vendor’s Organizational Conflict of Interest

The Successful performance of this contract requires both the contractor and the government to cooperate in the early identification and avoidance, mitigation or waiver of organizational conflicts of interest which may arise in the implementation of this contract. This is an ongoing responsibility which is part of the current quotation submittal and subsequent contract performance. Each vendor, by acceptance of the task award is certifying that:

That it will act in good faith and take reasonable steps to identify and disclose to the Contracting Officer organizational conflicts of interest as that term is used in FAR Subpart 9.5 which exist or may arise in the implementation of this contract, as soon as they become known to the contractor.

The offeror represents that if it discovers an OCI or potential OCI a prompt and full disclosure shall be made in writing to the Contracting Officer. The disclosure shall include a description of the action the contractor has taken or proposes to take in order to avoid or mitigate the OCI. If in compliance with this clause, the contractor discovers and promptly reports an organizational conflict of interest (or potential conflict of interest), the Contracting Officer will analyze the OCI or potential OCI and make a written determination and finding as to how the OCI will be resolved, taking into consideration the contractor's plans to avoid or mitigate the OCI. In the event that the Contracting Officer determines that the OCI cannot be effectively avoided, mitigated, or waived, then the Contracting Officer may terminate the portion of the contract affected by the conflict for the convenience of the government, if such termination is determined to be in the best interests of the Government.

The contractor agrees to abide by the provisions of FAR 9.505-4 and will implement appropriate procedures for the proper handling and protection of third party proprietary and/or competition sensitive information to which it is given access in the implementation of this contract.

If after award, an OCI issue is discovered, the contractor shall prepare and submit an **OCI identification and mitigation plan**, setting forth in detail the actions the contractor will take

to mitigate and resolve the OCI and in the future provide for early identification, and avoidance or mitigation of OCI as required by this clause.

In the event that a future modification to this contract would result in an actual or potential OCI, the contractor shall notify the COTR and GSA Contracting Officer. If the GSA Contracting Officer determines that the OCI cannot be adequately avoided, mitigated or waived, the contractor shall have the right to decline acceptance of the modification in order to avoid the OCI.

27. Personal Services: The contractor shall not provide any personal services under the PWS as defined in FAR, Personal Services Contracts, Part 37.104. This will not, however, preclude the contractor from making recommendations or providing services within the terms and conditions of the contract.

28. Quality Assurance: The contractor shall assist in maintaining the CEMS Configuration Management procedures which complies with ISO 9001:2008 standards. In addition, the contractor shall follow all Federal Government, National Institute of Standards and Technology (NIST), Institute of Electrical and Electronics Engineers and Federal Information Security Management Act (FISMA) specific policies and procedures as they relate to information technology, software development, configuration management, security, and privacy.

28.1 Quality Assurance Planning

Contracts for commercial items shall rely on a contractor's existing quality control system as a substitute for compliance with Government inspection and testing before tender for acceptance unless customary market practices for the commercial item being acquired permit in-process inspection (Section 8002 of Public Law 103-355). Any in-process inspection by the Government shall be conducted in a manner consistent with commercial practice. The following QASP Matrix identifies the typical methods used for quality assurance.

QUALITY ASSURANCE SURVEILLANCE PLAN MATRIX

Required Services	Performance Standard	Method of Surveillance	Acceptable Quality Level/Incentives
Program Management	Conduct technical & functional activities needed to manage the program.	Client Representative establishes milestones for accomplishing project objectives and monitors.	Milestone is timely met. Successfully meeting the goals will result in a favorable performance rating.
Advisory and Consultation Services	Maintain good communication with customer and others involved with project in order to stay current with daily events. Recognize issues in time to make	Client Representative monitors and provides feedback to PM and CO.	Meeting standard results in favorable performance rating.

	recommendations. Advice and consultation results in efficient, cost effective and effective solutions.		
Status Reports/Invoices/etc.	On time delivery of monthly status reports, invoices, open contractor position report, status on on-order/back-orders and other required deliverables.	Client Representative monitors timely, compliant and accurate submission.	Timely, compliant and accurate submission results in favorable performance rating.
Surveillance	Sustainment of all application software whether that software resides on the mainframe and/or server.	Client Representative monitors sustainment activities for timeliness and compliance to requirements.	Timely, compliant and accurate software support results in favorable performance rating.
CEMS Project Supports	Execute special projects as required by CEMS PMO management.	Client Representative monitors timely, compliant and accurate submission.	Timely, compliant, accuracy and completeness result in favorable performance rating.

29. System Security Requirements: The activities required by the PWS shall necessitate the contractors acquire authorization access to USAF IT systems. Based upon the definitions contained in the USAF Information Systems Security Program Policy, the Government has determined that Mission Assurance Category (MAC) Level 2 applies to the operational criticality of the data processing capabilities of CEMS. However, the contractor shall be prepared to implement appropriate security controls if the operational criticality level of CEMS changes.

The Offeror, by acceptance of this task award is certifying that their present IT system security expertise complies with the requirements of the PWS, Office of Management and Budget (OMB), Circular A-130, Appendix III, *Security of Federal Automated Information Resources*, National Institute Standards and Technology (NIST) - Special Publication 800-61, *Computer Security Incident Handling Guide*, and Federal Information Security Management Act of 2002 (FISMA 2002). The Offeror further agrees to include this clause in any sub-contract awarded pursuant to this PWS.

The contractor will be required to access live data during the performance of this PWS. Any records, data or information the contractor may have access to, is "Unclassified Sensitive". This project is unclassified but information utilized will include for official use only. All contractor personnel directly working on

this project must undergo a National Agency check (must be started prior to start date of task order) and be capable of obtaining and maintaining an active Secret clearance.

The contractor shall not divulge any information about the CEMS PMO files, data processing activities or functions, User ID's, passwords, or any other knowledge gained to any entity not authorized to have access to CEMS information. Network and computer passwords will be provided for official and work related use only. It shall be the contractor's responsibility to ensure that all contract personnel have the required system access authorizations. All contract employees are responsible for safeguarding the system security concerning their functions as specified within the requirements as set forth in this PWS.

Work on this project may require that personnel have access to Privacy Information. Contract personnel shall adhere to the Privacy Act, Title 5 of the United State Code, Section 552a and applicable agency rules and regulations:

OMB A-130, Appendix III is accessible via website:

<http://www.whitehouse.gov/omb/circulars/a130/a130appendix III.html>

NIST Special Publication 800-61 is accessible via website:

<http://csrc.mist.gov/publications/nistpubs/800-61/sp800-61.pdf>

FISMA 2002 is accessible via website:

<http://csrc.nist.gov/policies/FISMA-final.pdf>

The contractor shall be responsible for properly protecting all information used, gathered, or developed as a result of this PWS. The contractor shall implement procedures that ensure that appropriate administrative, technical, and physical safeguards are established to ensure the security and confidentiality of sensitive Government information, data, and/or equipment.

The contractor shall comply with established security plans, policies, and procedures that apply to the Government system which conform to USAF requirements specific in those previously referenced and including, but not limited to the following:

- NIST Special Publication 800-53: *Recommended Security Controls for Federal Information Systems*
- NIST Special Publication 800-37: *Guide for the Security Certification and Accreditation of Federal Information Systems*
- NIST Special Publication 800-34: *Contingency Planning Guide for Information Technology Systems*
- NIST Special Publication 800-47: *Security Guide for Interconnecting Information Technology Systems*
- Appendix E System Security Policy for the Comprehensive Engine Management System (CEMS) Program Management Office (PMO) Architecture July 2008

30. Contract Deliverables: The contractor shall be directly responsible for all communications to CEMS PMO management ensuring the accuracy, timeliness and completion, and quality assurance of all tasks under this effort. Monitoring of the contractor's performance will be performed by the Contract Officer Technical Representative (COTR), or designee, by auditing various deliverable reports such as reviewing Monthly Status Reports (MSR) and other monitoring techniques as required. In addition to the documents listed in the Scheduled Deliverable (SD) Matrix, contract reporting may include but are not all inclusive to the following system monitoring reports:

- Operating system status reports

- Web-site Traffic reports
- Help Desk Call reports
- Task Summary reports
- Database Availability metrics
- Database Activities metrics
- Server Availability metrics

30.1 Inspection/Acceptance Criteria of Deliverables: Unless otherwise specified, the CEMS PMO will have five (5) business days from the day a Scheduled Deliverable (SD) is received to review the SD, provide comments back to the contractor, and approve or disapprove the SD. The contractor shall also have five (5) business days from the day comments are received to incorporate all changes and submit the final SD to the CEMS PMO. Final inspection and acceptance of all work performed, reports, and other SDs will be performed by the COTR, or designee.

If no comments are provided, the SD will be considered approved. Contractor shall incorporate, any changes requested by the CEMS PMO, provided that notification is provided within five (5) work days. If no comments are provided, the SD shall be considered accepted. The redelivery of any corrected SD without a request for changes within 5 work days shall constitute acceptance.

30.2 General Acceptance Criteria: General quality measures, as set forth below, will be applied to each work products received from the contractor under this PWS.

- Accuracy: Work shall be accurate in presentation, technical content, and adherence to accepted element of style.
- Clarity: Work output shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.
- Consistency to Requirements: All work products must satisfy the requirements as stated on an C4SRD and/or upon further clarification or documented instructions from a CEMS System Design Analyst(s).
- File Editing: All test and diagrammatic files shall be editable by the Government.
- Format: Work products shall be submitted in an electronic media or hard copy (only if applicable) and in a format mutually agreed upon prior to submission.
- Timeliness: Work shall be submitted on or before the due date specified and agreed upon by the contractor and CEMS PMO in accordance with the C4SRD; or with an agreed upon scheduled date determined by the CEMS PMO.

30.3 Deliverable Acceptance: A CEMS PMO civilian will review deliverable documentation that the contractor submits, and may return it to the contractor for correction. The absence of comments by a civilian will not relieve the contractor of the responsibility for complying with the requirements of the task.

Final approval and acceptance of documentation required herein shall be by an acceptable media for approval and acceptance by the appropriate civilian. The contractor shall not construe any letter of acknowledgment of receipt of material as a waiver of review or as an acknowledgment that the software support is in conformance with the specific C4SRD being worked. Any approval given during preparation of these deliverables or approval

before implementation shall not guarantee the final acceptance of the completed deliverable documentation.

Scheduled Deliverable (SD) Matrix:

SDs Number and Performance Objective	PWS Section	Due Date
1) Contractor shall deliver a Program Management Plan detailing the proposed management plan as related to this PWS	17	Thirty (30) Calendar Days after Contract Award
2) Contractor shall deliver an exiting Transition Plan detailing the transition activities to include a detailed milestone schedule for transferring this task to another vendor just prior to task order expiration. A Transition Plan must be provided as continuity from the incumbent contractor to the succeeding contractor is critical to the operations of the CEMS PMO.	Cover Letter	Ten (10) Calendar Days after Contract Award.
3) Contractor shall provide status briefings for the preceding week's activities.	17	Weekly – COB Thursday
4) Contractor shall provide funds & man-hour expenditure reports for preceding month's activity to include hours expended per task.	17	Monthly – 10th of each month
5) Contractor shall prepare acquisition packages for hardware/software purchases and maintenance, track expenditures, deliveries and ensure that all items received are correct and in working order.	26	As required by individual projects
6) Contractor shall provide an Open Contractor Position Report detailing open positions on the contract and status of the vacancy.	17	Monthly – 10th of each month
7) Contractor shall provide status of on-order, back order, and delivered equipment due to the Government as a result of contract procurement actions.	17	As required by individual projects
8) Contractor shall assist the CEMS PMO in maintaining the CEMS Mainframe, Oracle, Web applications. As C4SRDs are placed into production and released by the CEMS PMO, the contractor shall report their hours expended per C4SRD prior to the completion of the task.	18, 19 & 20	As required by individual projects
9) Contractor shall assist the CEMS PMO in providing Customer Support services in support of the CEMS PMO mission.	23	As required by individual projects
10) Contractor shall assist the CEMS PMO in providing system and application level documentation in accordance with Air Force, and	21	As required by individual projects

SDs Number and Performance Objective	PWS Section	Due Date
DoD CMM/CMMI/IEEE standards. This includes any other office related documentation.		
11) Contractor shall assist the CEMS PMO in maintaining a baseline of project schedules in Microsoft Project format on ongoing "Modernization" C4SRD workload as required by the CEMS PMO.	21	As required by individual projects
12) Contractor shall provide Oracle Database Support of Oracle Databases. Discrete DBA activities will be reported in an electronic DBA journal.	39. o)	Monthly – 10th of each month
13) Contractor shall provide the CEMS PMO a report of Oracle database, Application Server availability/uptime.	39. o)	Monthly – 10th of each month
14) Contractor shall maintain records of calls, problems, and resolutions for end users then provide a monthly report of these events on the Help Call report.	39. o)	As required by individual projects
15) Contractor shall provide support of Information Technology Planning/Assessment. Specific report requirements shall be coordinated with the COTR, or designee.	24	As required by individual projects
16) Contractor shall assist the CEMS PMO in tracking and maintaining proof of all COTS software licenses and renewal of software maintenance agreements with prior approval of COTR, or designee.	26	As required by individual projects
17) Contractor shall provide support of Special Projects and report requirements shall be coordinated with the COTR, or designee.	27	As required by individual Special Project
19) Contractor shall deliver a Monthly Oracle Database Availability metrics.	39. o)	Monthly – 10th of each month
20) Contractor shall deliver a Monthly Application Server Availability metrics.	39. o)	Monthly – 10th of each month
21) Contractor shall deliver a Monthly Database Activities metrics.	39. o)	Monthly – 10th of each month
22) Contractor shall deliver a monthly Web-site traffic metrics.	39. o)	Monthly – 10th of each month
22) Contractor shall provide a monthly Task summary report to include the number of hours expended by each contractor's time charged against every approved C4SRD(s).	39. o)	Monthly – 10th of each month

31. Records/Data

Records and data shall be documented in deliverable reports (electronically). Any databases/code shall be delivered electronically and become the sole property of the United States Government.

All deliverables become the sole property of the United States Government. The Government, for itself and such others as it deems appropriate, will have unlimited rights under this contract to all information and materials developed under this contract and furnished to the Government and documentation thereof, reports and listings, and all other items pertaining to the work and services pursuant to this agreement including any copyright. Unlimited rights under this contract are rights to use, duplicate, or disclose data, and information, in whole or in part in any manner and for any purpose whatsoever without compensation to or approval from the Contractor. The Government will at all reasonable times have the right to inspect the work and will have access to and the right to make copies of the above-mentioned items. All digital files and data, and other products generated under this contract, shall become the property of the Government. By reference, the following FAR and DFAR clauses are included in this contract as a part of the requirements herein:

- DFAR 252.227-7013, “Rights in Technical Data - Noncommercial Items.”
- DFAR 252.227-7014, “Rights in Noncommercial Computer Software and Noncommercial Computer Software Documentation.”
- FAR 52.227-22, “ Major Systems – Minimum Rights (Jun 1987)”

31.1 Copyright

Any software and computer data/information developed, as a component of this contract shall have the following statement attached to documentation:

“This computer program is a work effort for the United States Government and is not protected by copyright (17 U.S. Code 105). Any person who fraudulently places a copyright notice on, or does any other act contrary to the provisions of 17 U.S. Code 506(c) shall be subject to the penalties provided therein. This notice shall not be altered or removed from this software or digital media, and is to be on all reproductions.”

32. Additional Clauses:

- FAR Clause 52.217-5 Evaluation of Options (Jul 1990):** Except when it is determined in accordance with FAR 17.206(b) not to be in the Government’s best interests, the Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. Evaluation of options will not obligate the Government to exercise the option(s).
- FAR Clause 52.217-8 Option to extend Services (Nov 1999):** The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor anytime prior to expiration of the the task order.
- FAR Clause 52.217-9 Option to Extend the Term of the Contract (Mar 2000):**

The Government may extend the term of this contract by written notice to the Contractor at least 3 days prior to the expiration of the current period of performance provided that the Government gives the Contractor a preliminary written notice of its intent to extend any time prior to expiration of the task order. The preliminary notice does not commit the Government to an extension. If the Government exercises this option, the extended contract shall be considered to include this option clause.

The total duration of this contract, including the exercise of any options under this clause, shall not exceed 6 years and 6 months. (The additional 6 months is IAW clause 52.217-8 listed above)

d. **FAR 52.212-4 Contract Terms and Conditions – Commercial Items** Clause is tailored to allow unilateral modifications to be issued after award of this task to obligate funding. The acceptance of the task award by the vendor constitutes written agreement of both parties that all future modifications issued for the obligation of funding will be issued by the GSA CO unilaterally. The vendor has responsibility for funds monitoring and tracking so by acceptance of this change, the vendor is agreeing to obtain in a timely manner the unilateral modifications from ITSS for the purpose of ensuring that funding totals are not exceeded and to ensure the vendor's responsibility for tracking and reporting deficits in funding can be accomplished per the terms of the PWS.

e. **FAR Clause 52.204-9 Personal Identity Verification of Contractor Personnel (Jan 2006)**

The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

The Contractor shall insert FAR clause 52.204-9 in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

f. **Homeland Security Presidential Directive-12 (HSPD-12)**

Homeland Security Presidential Directive 12 (HSPD-12) was issued to implement the policy of the United States to enhance security, increase Government efficiency, reduce identity fraud, and protect personal privacy by establishing a mandatory, Government-wide standard for secure and reliable forms of identification issued by the Federal Government to its employees and contractors (including contractor employees). Under this directive, the heads of executive departments and agencies are required to implement programs to ensure that identification issued by their departments and agencies to Federal employees and contractors meets the Standard. This policy can be found at the following website:

<http://www.whitehouse.gov/news/releases/2004/08/20040827-8.html>.

In performance of services under this task, contractor shall insure all its personnel who require physical access to federally controlled facilities and access to federally controlled information systems by 27 October 2007, have been issued identification in compliance with HSPD 12. In

their proposals, offerors shall confirm they will comply with the government client's identification procedure that is implementing HSPD-12 policy. The Security/Identification point of contact for the client agency that is responsible for implementing their HSPD-12 compliant policy is:

Cindy Ashmore
CEMS Operation Security Manager
639 ACSG/PEC
(405) 734-1555
Cindy.ashmore@tinker.af.mil

All costs associated with obtaining necessary clearances shall be borne by the contractor.

g. Section 508 Compliance Requirements: All Electronic and Information Technology (EIT) provided and procured through this effort must meet the applicable accessibility standards at Title 36, Code of Federal Regulation (CFR) 1194. Title 36, CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at <https://www.section508.gov>.

The Contractor shall indicate for each line item in the schedule and deliverables, whether each product or service to be provided will comply with the accessibility standards at 36 CFT 1194. Further, the proposal must indicate where full details of compliance can be found (e.g. vendor's website, or other exact location.). Note, this PWS must comply with all of subpart D – Information, Documentation, and Support (para. 1194.41), subpart B – Technical Standards, Software applications and operating systems (para. 1194.21), Web-based intranet and internet information and applications (para. 1194.22), Telecommunications products (para. 1194.23), Self contained, closed products (para. 1194.25), Desktop and portable computers (para. 1194.26) and as the requirement dictates, Contractor must comply with various parts of all other sections of Section 508 and state how they have complied in the monthly reports.

h. Limitation of Funds:

The Contractor shall not perform work resulting in charges to the government that exceed obligated funds.

This project will be incrementally funded for the T&M portion of the task. Funds will be added to this task as they become available. Contractor shall not perform work resulting in charges to the government that exceed obligated funds. The Contractor shall notify the Contracting Officer in writing, whenever it has reason to believe that in the next 60 days, the charges to the government will exceed 75% of the obligated funds. The notice shall state the estimated amount of additional funds required to complete performance of this task. The government is not obligated to reimburse the Contractor for charges in excess of the obligated funds and the Contractor is not obligated to continue performance or otherwise incur costs that would result in charges to the government in excess of the amount obligated under this order.

32.1 FAR Clauses Incorporated by Reference

In addition to the applicable clauses contained Alliant, the following FAR clauses are included in this task for added emphasis of their applicability:

52.204.2	Security Requirements (AUG 1996)
52.228-5	Insurance - Work on Government Installation (JAN 1997)

52.232-33	Payment by Electronic Funds Transfer (CCR) (OCT 2003)
52.227-14	Rights in Data – General (June 1987) Alt II (June 1987)
52.232-7	Payments Under Time & Materials & Labor Hours Contracts (DEC 2002)
52.232-18	Availability of Funds (APR 1984)
52.234-4	Earned Value Management System (EVMS) (JUL 2006)
52.234-3	Earned Value Management System Post Award (JUL 2006)
52.243-3	Changes – Time & Material or Labor Hours (SEPT 2000)
52.245-1	Government Furnished Property (JUN 2007)
52.246-6	Inspection Time & Material Labor Hour (MAY2001)
52.222-54	Employment Eligibility Verification (Jan 2009)
52.239-1	Privacy or Security Safeguards (Aug 1996)
52.237-2	Protection of Government Buildings, Equipment, Vegetation (Apr 1984)

33. Other Direct Costs / Travel

a) Other Direct Costs: Other Direct Costs (ODCs) may be required for this PWS. The Offeror is limited to purchasing only those items that are submitted by the CR/COTR, or designee, and indicated as ODCs. This includes any additional hardware, software, or other ODCs that are required by the CEMS PMO. The request must include the proposed price, all supporting documentation necessary to support a determination that the price is “fair and reasonable,” and an explanation regarding the need for the ODC. (Travel is not included.) ODCs are estimated to be \$109,140.00 for Licenses/Warranties and an estimated \$30,000.00 for IT Equipment, both over the life of the task order.

As Per Alliant: Materials are reimbursed at cost (no profit) in accordance with the Payments under T&M and LH Contracts clause (FAR 52.232-7), subject to the Allowable Cost and Payment Clause (FAR 52.216-7) and FAR 31.2. ODC estimates are not required in response to this PWS. Propose only an ODC mark up rate IAW your Alliant basic contract.

b) Travel: The Offeror will be reimbursed for travel to provide support at a Government site or other site as may be specified and approved by the CR/COTR, or designee, under this PWS. All travel shall be approved by the COTR, or designee, and CO prior to commencement of travel. The contractor shall be reimbursed for actual allowable, allocable, and reasonable travel costs incurred during performance of this effort in accordance with the Federal Travel Regulations currently in effect. (Travel estimate provided in the PWS Coversheet for and estimated \$5,000.00 per year).

34. Invoicing Instructions:

34.1 Payment Schedule / Invoicing: Billing and payment shall be accomplished in accordance with the contract and the above invoicing procedures via GSA Finance and ITSS . Failure to comply with these procedures may result in your payment being delayed, as the invoice may be rejected. Invoices for the Time and Materials, Labor Hour, and Work Orders type shall include, as a minimum, the following information:

- Task Order number
- Billing period covered for services performed

- For each task area under the PWS:
 - Name of personnel
 - Productive Direct Labor Hours for the current billing period and cumulative to date for each personnel
 - Labor Category(s) associated with each employee
 - Hourly Rate associated with each employee
 - Any travel, materials, subcontract labor, or Other Direct Costs (ODC) incurred (including supporting documentation/receipts for all charges) for the current billing period and cumulative to date. These must also include a copy of the CEMS COTR approval.

Payment of invoices is subject to receipt of each Monthly Status Report (MSR) and Financial Status Report by the CEMS PMO. (MSR subject to this PWS and Alliant contract requirements.)

34.2 Invoice with Client Acceptance:

- a) The contractor must submit a copy of each invoice to the COTR (via the Information Technology Solution Shop (ITSS)), for record keeping purposes and to obtain Client Acceptance. Client Acceptance is required for prompt invoice processing and payment.
- b) Invoices that cannot be accepted by the Client Representative (CR) digitally must be submitted via an email to both the CR and the GSA Project Manager (PM).
The contractor is responsible to obtain acceptance from client and submit accepted invoice to Finance for processing as clarified in the PWS Cover Letter.

34.3 Invoicing/ Procedures for Payment

Invoice submission is a two step process:

33.1.1 Vendor shall develop Acceptance Information document in ITSS (<https://it-solutions.gsa.gov>) and attach a soft (electronic) copy of invoice with all required back-up documentation. The vendor must obtain client acceptance through ITSS.

33.1.2 Vendor shall complete invoice form on the Finance web site (www.finance.gsa.gov) and attach a soft (electronic) copy of invoice. From this site, go to Obtain Password/Sign-Up for email notification.

The vendor shall submit documentation in ITSS on Acceptance Information document and include copy of invoice and required back-up attached. After review of invoice and the determination of validity, the CR will accept and GSA PM will approve the invoice via the GSA/FAS web site (ITSS).

When submitting invoices vendors must ensure they comply with the following guidelines:

- Submit each invoice only once. Submitting multiple copies confuses and delays processing.
- If editing is required, update the first submission; don't create a second invoice submission.
- Make sure the invoice amount and the acceptance document amount are the same.
- Use the invoice number for both the Finance and ITSS submission. Don't use voucher numbers. Always enter the invoice number on the Acceptance document in ITSS. The invoice number must be identical in both sites.

- Do not use special characters in the invoice number, only alpha and/or numeric. No spaces in invoice number.
- If an invoice is rejected, a corrected invoice will be submitted using the original invoice number with some type of unique identifier attached; i.e. “R” to denote resubmission which will make the invoice number unique. Each invoice submission must have an invoice number that is unique.

The vendor is responsible for ensuring client acceptance of invoices in a timely manner (desired within 5 business days). This can be accomplished in ITSS or the contractor may have the client sign a hard copy of the invoice prior to attaching the acceptance information in ITSS as directed in step 1 above.

34.4. Timing of invoices

For T&M tasks, the vendor will issue invoices monthly for the prior month’s services. The CR will certify that the contractor performed IAW the task order and that the government received the hours and/or materials billed by the contractor at the agreed prices/rates. The requirements of FAR 52.232-7, Payments under Time-and-Materials and Labor-Hour contracts apply. The contracting office will certify the invoice for payment.

34.5 Payment of Invoices

Client acceptance is required for prompt invoice processing and payment. The vendor is 100% responsible for obtaining client acceptance and submitting this acceptance to the proper contracting office finance office for processing. The invoice will not be paid until the CR and/or contracting office determines the vendor provides sufficient information necessary to describe the services and/or commodities provided to the government. As a minimum, the vendor’s invoice must include the following information:

- Contract number
- Invoice number
- Invoice date
- Task number
- ACT number
- Client name, Address
- Period of performance covered by invoice
- Cost description
- Parts/CLIN numbers/services
- Total price
- Prompt payment discount terms

It is the vendor’s responsibility to include any and all required back up information with invoice submission in ITSS.

Payment of invoices shall be based on the acceptability of the invoiced item. All invoiced items must meet or exceed the contractual standard. If an invoiced item does not meet the established contractual standards, the invoice will not be paid until the item has been determined to meet the established standards.

35. Points of Contact:

a) Contract Officer Technical Representative: The Contract Officer Technical Representative (COTR), Client Representative (CR), or designee, responsibilities are as follows:

The COTR is the individual within the CEMS PMO, or designee, who has overall workload responsibility of this PWS.

- Making final decisions regarding any recommended rejection of deliverables;
- Providing workload clarification relative to the PWS;
- Providing advice and guidance to the contractor in the preparation of deliverables and services;
- Providing acceptance of deliverable services to assure compliance with requirement.
- Provides workload direction to the contractor, i.e., shifting work emphasis between functional areas
- Provides constructive recommendations, or otherwise serves to accomplish the purposes of this PWS.

The COTR does not have the authority to and may not issue any technical direction which:

- Constitutes an assignment of work outside the general scope of the PWS;
- Constitutes a change as defined in the "Changes" clause (see FAR 52.243-4)
- In any way causes an increase in cost or the time required for performance with the exception of authorizing overtime and travel after confirming that adequate funding has been obligated to the task award.
- Changes any of the terms, conditions, or other requirements of this PWS
- Suspends or terminates any portion of this PWS

The COTR does have the authority to:

- Monitor the contractor's work progress, including surveillance and assessment of performance, and if required, recommend changes in their progress
- Assist the contractor in the resolution of work related problems encountered during performance
- Perform inspection and acceptance, or recommendation for rejection, of contractor deliverables and identify deficiencies in delivered items. Note: This does not replace any other quality assurance inspection requirements that are specified elsewhere within this PWS.
- Authorize travel and overtime in advance of its occurrence and after determining that there are adequate funds obligated on the task to complete the work/travel.

If in the opinion of the contractor, any instruction or direction issued by the COTR, or designee, is outside of this PWS, the contractor shall not proceed. The contractor will notify the CO, COTR, or designee in writing (email) within five (5) business days after receipt of the instruction or direction in question. The CO will make the final determination and decision on the instruction/direction in question.

The Contracting Officer (CO) for this effort is as follows:

Robin Johnson

GSA FAS AAS Region 7, CO

301 NW 6th, Ste 324

OKC, OK 73102

(405) 609-8084

rjohnson@gsa.gov

Sensitive

Appendix A
PAST EXPERIENCE INFORMATION SHEET

Provide the information requested in this form for each contract/program being described. Provide concise comments regarding your performance on the contracts you identify. Provide a separate completed form for each contract/program submitted. Limit the number of past efforts submitted and the length of each submission to the limitations set forth in the PWS *Coversheet, Past Experience*, of this solicitation.

A. Offeror Name (Company/Division): _____
CAGE Code: _____
DUNS Number: _____

(NOTE: If the company or division performing this effort is different than the offeror or the relevance of this effort to the instant acquisition is impacted by any company/corporate organizational change, note those changes.)

B. Program Title: _____

C. Contract Specifics:

1. Contracting Agency or Customer _____
2. Contract Number _____
3. Contract Type _____
4. Period of Performance _____
5. Original Contract \$ Value _____ (Do not include unexercised options)
6. Current Contract \$ Value _____ (Do not include unexercised options)
7. If Amounts for 5 and 6 above are different, provide a brief description of the reason

D. Brief Description of Effort as __Prime or __Subcontractor
(Please indicate whether it was development and/or production, or other acquisition phase and highlight portions considered most relevant to current acquisition)

E. Milestones:

1. Start Date: _____
2. Completion Date: _____

F. Primary Customer Points of Contact: (For Government contracts provide current information on all three individuals. For commercial contracts, provide points of contact fulfilling these same roles.)

1. Client Program Manager and/or Site Manager	Name	Richard Olivarez
	Office	CEMS PMO
	Address	6285 Hilltop Road, Bldg 4008
		Tinker AFB, OK 73145-2720
	Telephone	(405) 736-3770
	FAX Number	(405) 736-3807
E-Mail	Richard.olivarez@tinker.af.mil	
2. Contracting Officer	Name	
	Office	
	Address	
	Telephone	
	FAX Number	
E-Mail		

G. Describe why this past experience is relevant to the task described in this PWS.

This should include a discussion of relevance to this task with respect:

- 1) Scope (Most Important)
- 2) Size
- 3) Duration of the overall task as well as any relevance to specific work areas.

Appendix B
**CLIENT REPRESENTATIVE (CR) RESPONSIBILITIES
FOR TASK ORDER ADMINISTRATION**

1. Act as the Government technical representative for the contract administration.
2. Represent the Government in conferences with the contractor and prepare memorandums for the record of the pertinent facts.
3. Be the main point of interface with the contractor Task Leader and the filter for specific directions for PWS requirements between the Government and the contractor.
4. Maintain a filing system.
5. Provide contracting office with copy of work orders. Discuss with contracting office any question of possible 'scope creep'.
6. Review all deliverables for full compliance with PWS requirements and accept those that conform with PWS requirements.
7. Receive and accept services in a timely manner so that contracting office and the client's paying office may comply with all provision of the prompt Payment Act. This means the Client is instructed to alert the Contracting Officer within seven (7) days of receipt/review of a vendor's invoice if the client **does not agree** with the invoice and **does not want the invoice paid**. Please be advised that invoices may be paid by contracting office without written client acceptance unless the Contracting Officer is notified of a problem. Execute all responsibilities in a timely fashion so that all provisions of the Prompt Payment Act can be met.
8. Inform contracting office of potential technical, management and operational problems of the task order.
9. Ensuring that the contractor is not arbitrarily enlarging the scope of the contract or changing delivery schedules or otherwise obligating the Government to unanticipated or deferred cost and assuring that there is no duplication of work or costs.
10. Prepare and maintain a running list of items that remain at variance with contract requirements, apprising both the contractor and contracting officer of corrective action or the need for it.
11. Maintain a master copy of the official list of defects and omissions.
12. **Ensure that all defects and omissions are corrected or completed.**
13. **After confirmation of adequate funding, the COR is authorized to approve overtime and travel.**

AS A CLIENT REPRESENTATIVE, YOU ARE NOT AUTHORIZED TO:

1. Supervising the contractor employees, i.e., approving leave, certifying time cards. **This is the responsibility of the contractor's management.**

2. Award, agree to, or execute a contract or contract modification.
3. Obligate, in any way, the payment of money by the Government.
4. Make a final decision on any matter that would be subject to appeal under the Disputes Clause of the Contract.
5. Re-designate any of your assigned duties unless specifically authorized to do so.
6. Cause the contractor to incur costs not specifically covered by the contract, and this delivery task order, with the expectation that such costs will be reimbursed by the Government.
7. Terminate for any cause the contractor's right to proceed.

In short, it is important to remember:

- Communicate with contracting office on a regular basis
- Communicate with contractor Task Leader on a regular basis
- Review/sign monthly performance signifying satisfactory performance was received during the month.
- On ANY questionable performance, contact contracting office and discuss the issue
- Review monthly progress reports.
- Provide contracting office documentation when necessary for task order file
- Review/sign milestone and completion
- For any contractual issues, discuss with contracting office for guidance and/or remedial action

Richard Olivarez, COR/COTR

639 ACSG/PEC

Digitally signed HENSON JON D. 1230906960 on behalf of Richard Olivarez
14 Dec 09

Appendix B
**CLIENT REPRESENTATIVE (CR) RESPONSIBILITIES
FOR TASK ORDER ADMINISTRATION**

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9. Ensuring that the contractor is not arbitrarily enlarging the scope of the contract or changing delivery schedules or otherwise obligating the Government to unanticipated or deferred cost and assuring that there is no duplication of work or costs.
10. Prepare and maintain a running list of items that remain at variance with contract requirements, apprising both the contractor and contracting officer of corrective action or the need for it.
11. Maintain a master copy of the official list of defects and omissions.
12. **Ensure that all defects and omissions are corrected or completed.**
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- Provide contracting office documentation when necessary for task order file
- Review/sign milestone and completion
- For any contractual issues, discuss with contracting office for guidance and/or remedial action

Richard Olivarez, COR/COTR
639 ACSG/PEC

_____ on behalf of Richard Olivarez

Submitted By: Michelle K. Carpenter on 01/22/2010

Order ID: AM571001T5, Mod 000, Version 00, Amendment 02

Publish in e-Buy: No

Client Rep: Jon Henson (OC-ALC/GKGCC)

Status: GSA Approved

Review the Bill of Material or Statement of Work

Review the Client Order

Project Descriptor: Comprehensive Engine Management Systems CEMS Support

Task Items: Fiscal Task Type Item No. Description POP From Date POP To Date
Delivery Date

LAB 0001 Comprehensive Engine Management Systems (CEMS) Support 03/01/2010
02/28/2011 n/a

Comments: RFQ due date 9 Feb 10 at 9:30 AM CST.

Updated PWS Cover Letter and PWS dated 2 Feb 10 is attached under the BOM/SOW in ITSS, due to the Questions and Answers received. The RFQ Questions and Answers are also posted under the BOM/SOW in ITSS.

The due date for proposals is 9 Feb 10 and not the date stated in the PWS Cover Letter.

Questions are due by 30 Jan 10 vs PWS Cover Letter Date.

Proposals are due by 9 am CST. Also the PWS Cover Letter was resubmitted as a .doc file under the BOMSOW.

AM571001T5 Proposal Submission Instructions shall be followed as per the Performance Work Statement (PWS)Cover Letter and IAW the PWS.

The RFQ is due by 9 Feb 10 at 0800 CST via ITSS.

All vendors not providing a quote for this requirement must respond with a "no" quote and a brief explanation as to why they chose not to respond.

Quote Due: 02/09/2010 09:30 AM CST

Client View of Quotes: Show All Quotes

GSA View of Quotes: All of Region

Primary Contractor List: [dennis pelehach, Alfred E. Buford, Elaine Dauphin, Matthew Hoffman, EPS Orders, GSI Contracts, Anne H Pope, Jen 2 Ferguson, Peter Gull, Zemorial Skeritt, Darrell E Housey, Gregory Parrington, Emily S. Morris, Mike McHugh, Larry X Cardenas, Melissa D Gaddis, Robert V Santmyer, Ruth M Bowers, SRA Solicitations, Terrance Hobson, Jim Pugh, Keith Lippert, Sue Horton, Wayne Self, Paul2 Barboza, Jim McDonnell, Brian E. Dewey, Robert2 Weaver, Jerry Picard, James2 Fraser, David Caruso, Patty Nunn, John Gregorits, Daniel Shyti, Wesley T. Asato, Doug Saintignon, Jay2 Carroll, Michael Donaldson, G. Benton Miller Jr., Maggie2 Bauer, James Diggs, Ray2 Moehler, Tracy Denny, David MacRae, Tony2 Cherot, Howard Ady, Susan Bethke, Joseph2 DiPrinzio, Bill Bowser, Chris2 Cook, Peter Fridman, Tyler2 Brooks-Craft, Jeffrey2 Chesko, Shannon L Harper, Sue Siegel, ManTech Alliant, FAS Alliant GWAC, Maria C. Hernandez]

Notify Cust Reps On Submitted Quote(s): Yes

Point of Contact: Michelle K. Carpenter

Contact Phone: (405) 609-8078

Contact E-Mail: michelle.carpenter@gsa.gov

AM571001T5 Q&A Responses as of 2 Feb 10

Question. 1. The table provided in Paragraph 17.2 of the PWS appears to have the incorrect totals. The hours provided per requirement do not add up to the total estimated hours by year. Please provide an updated table?

Answer. 1. The table has been corrected, as attached below, attachment 1.

Question 2. In Paragraph 32.1 of the PWS contains FAR 52.234-3 and 52.234-4 which require Earned Value Management System (EVMS). Please confirm that the Government desires EVMS management on a Time and Material contract where the Government has provided the estimated direct labor hours in Paragraph 17.2? The historical hours performed by SAIC in Paragraph 17.1 were performed in a non-EVMS environment and formed the basis for the table in paragraph 17.2. If EVMS is required please identify in the Table in Paragraph 17.2 where the hours have been accounted for to accommodate for EVMS management requirements?

Answer. 2. EVMS is NOT required for this contract.

Since this task is for services, clauses FAR 52.234-3 and 52.234-4 is deleted from the PWS and will therefore NOT apply.

Question 3. In Paragraph 5.3 of the cover letter the pricing section is limited 7 pages and in paragraph 8.0 of the PWS provides instructions that pricing excel spreadsheets need to be provided for the base year and each of the 5 option years with the proposal response. Do the excel spreadsheets count against the pricing page limitation?

Answer 3. The Pricing Section will be limited to 4 pages. The required pricing Excel spreadsheets will NOT be counted against the pricing page limitation. All data provided in the Pricing Section, to include spreadsheets must be legible (no smaller than the equivalent to Times New Roman 8.).

Question 4. In Paragraph 5.3 of the cover letter the pricing section prohibits applying G&A to Travel. However, the Alliant contract states the following related to Travel. "Travel will be reimbursed at actual cost in accordance with the limitations set forth in FAR 31.205-46. Profit shall not be applied to travel costs. Contractors may apply indirect costs to travel in accordance with the Contractor's usual accounting practices consistent with FAR 31.2. The OCO must identify a not-to-exceed travel ceiling under a separate CLIN on Order. Please confirm that G&A is allowable on travel?"

Answer 4. Per Alliant, G&A will be allowed to be applied against travel. Request vendor propose the percentages intended to be applied to travel as part of the pricing. This percentage will be evaluated along with other aspects of the proposed pricing.

Question 5. The Quality Assurance Surveillance Plan matrix contained on page 9 & 10 of the PWS "Coversheet" and the Quality Assurance Surveillance Plan matrix contained in page 23 of the PWS are similar. Which matrix is applicable? Please note that the Quality Assurance Surveillance Plan Matrix associated with the "PWS coversheet" has a negative dis-incentivise associated with it (please refer to page 10). If this is the applicable matrix, could you please clarify the negative dis-incentive associated with "status Reports/Invoices, etc.?"

Answer 5. The PWS QASP matrix attached below, attachment 2, will be utilized. The PWS Coversheet QASP will be updated to the PWS version.

Question 6. The EVMS and EVMS Post-award clauses are incorporated by reference on page 32 of the PWS. Could you please clarify whether EVMS is applicable to this effort?

Answer 6. EVMS is not required for this contract.

Since this task is for services, clauses FAR 52.234-3 and 52.234-4 is deleted from the PWS and will therefore NOT apply.

Question 7. Reference Para 17.2 Estimated Level of Effort, Table: The total estimated hours summed is 25,380 not the 27,260 shown. It appears the DBA (Oracle) position is left out of the Labor Per Requirement column with the associated 1880 hours. Please clarify the Estimated Direct Labor total.

Answer 7. The table has been corrected, see below, attachment 1. It is not the 1,880 hours from the DBA (Oracle) position.

Attachment 1

(Page 12 and 13 of the Final PWS, 2 Feb 10)

assist when collaborating with other organizations when required to support the CEMS systems. Recommendations shall be provided to identify future system requirements, network requirements (including new implementation and/or expansion), software needs and future technical support service needs. Ten (10) years competence and experience in CEMS, IT assessment and project development are required. Estimated minimum LOE for this tasking is 2,320 hours per year.

15. Client Support Administrator (CSA) Support: As required, Offeror shall assist in providing CSA support for government computers by assisting the government personnel in managing and troubleshooting all government computers and other information technology equipment assigned or utilized by the CEMS PMO. A CSA is required to perform a broad range of responsible and complex computer systems administration duties in the implementation and maintenance of IT systems; to provide technical support for a combination of desktop, server and network hardware, software and peripheral equipment; to upgrade existing hardware and software, to correct reported hardware and/or software problems; and to perform a variety of technical tasks relative to assigned area of responsibility. In addition, CSA duties include establishing/maintaining accounts, access, clearance, and passwords to network providers and other locations where required information is to be downloaded, or viewed in performance of this PWS. Estimated minimum LOE for this tasking is 480 hours per year.

The CSA shall be certified in Computing Technology Industry A+ before performing work on any Government computers or equipment. The CSA will work under the guidance of all associated Air Force Instructions and Manuals (AFI/AFM) that are applicable for managing AF IT equipment, networks, and system access. The following lists are some but not all inclusive of the guidance to be followed by the CSA:

- AFI 33-115, Communications and Information, Network Operations (NETOPS)
- AFI 33-202, Communications and Information, Licensing Network Users and Certifying Network Professionals
- AFM 33-223, Communications and Information, Identification and Authentication

16. Hardware/Software Planning Support: As required, Offeror shall assist in tracking and maintaining records of all software/hardware maintenance agreements pertaining to CEMS applications, computers and software licenses. The contractor shall assist in ensuring the latest approved COTS software tools reside in authorized CEMS personal computers, to include maintaining an inventory accountability listing. The contractor shall assist in providing recommendations on software acquisitions, maintenance renewals, and upgrades. The contractor shall assist in acquiring new software, hardware or upgrades and in acquiring or renewing maintenance agreements for the CEMS PMO as coordinated by the COTR or designee. Five (5) years experience with product procurement and hardware/software maintenance agreement management is required. Estimated minimum LOE for this tasking is 440 hours per year.

17. Estimated Level of Effort (LOE):

17.1 Historical LOE Information from the Current Task Order: The Current contract is being executed by Science Application International Corporation (SAIC) performing under their GSA Millennium-Lite. The previous task order was awarded under contract number GS07T00BGD0028. Labor

Categories and average annual hours per category utilized for the previous task order GSA Millennium Lite included:

APPSYSANAL/PRMR-SR	– 13,160 hours
S'WARE SYS ENG-LD	– 5,640 hours
COMPUTER OPNS MGR	– 1,880 hours
DB ADMIN	– 1,880 hours
DOCUMENTATION SPEC SR	– 3,760 hours
HELP DESK COORDINATOR	– 3,760 hours
WEB CONTENT ADMIN	– 1,880 hours
WEB SECURITY ADMIN	– 1,880 hours
PROJECT MANAGER	– 1,880 hours

17.2 Estimated Level Of Effort (LOE)

CEMS anticipates the vendor will require a minimum level of effort (LOE) as identified in Table 4 to complete this task.

Table Estimated Level of Effort

Labor Per Requirement	Estimated Hours by Labor Category					
	Base	OY1	OY2	OY3	OY4	OY5
Project Management Support	1,000	1,000	1,000	1,000	1,000	1,000
Mainframe Support	7,520	7,520	7,520	7,520	7,520	7,520
Server Support	5,640	5,640	5,640	5,640	5,640	5,640
Web Application Support	1,400	1,400	1,400	1,400	1,400	1,400
Configuration Management Support	4,700	4,700	4,700	4,700	4,700	3,760
System Security Support	1,880	1,880	1,880	1,880	1,880	1,880
Help Desk Support	1,880	1,880	1,880	1,880	1,880	1,880
Information Technology Planning Support	2,320	2,320	2,320	2,320	2,320	2,320
Client Support Administrator (CSA) Support	480	480	480	480	480	480
Hardware/Software Planning Support	440	440	440	440	440	440
Total Estimated Direct Labor Hours	27,260	27,260	27,260	27,260	27,260	26,320

The above labor mix currently supports the CEMS PMO and each labor category is described in the Performance Requirements factors.

Offerors are not obligated to use this staffing and may propose any alternative solution that the Offeror believes will provide the best value to the Government and meets the requirements in the PWS. However, your solution will be evaluated to ensure that your firm understands the staffing support requirements of the PWS. An explanation for a deviation from this estimate must be satisfactory and will be evaluated. A vendor that proposes an alternative LOE which deviates from the governments estimates risks the government determining that they do not understand the government's requirements.

Attachment 2
QASP from the PWS

QUALITY ASSURANCE SURVEILLANCE PLAN MATRIX

Required Services	Performance Standard	Method of Surveillance	Acceptable Quality Level/Incentives
Program Management	Conduct technical & functional activities needed to manage the program.	Client Representative establishes milestones for accomplishing project objectives and monitors.	Milestone is timely met. Successfully meeting the goals will result in a favorable performance rating.
Advisory and Consultation Services	Maintain good communication with customer and others involved with project in order to stay current with daily events. Recognize issues in time to make recommendations. Advice and consultation results in efficient, cost effective and effective solutions.	Client Representative monitors and provides feedback to PM and CO.	Meeting standard results in favorable performance rating.
Status Reports/Invoices/etc.	On time delivery of monthly status reports, invoices, open contractor position report, status on on-order/back-orders and other required deliverables.	Client Representative monitors timely, compliant and accurate submission.	Timely, compliant and accurate submission results in favorable performance rating.
Surveillance	Sustainment of all application software whether that software resides on the mainframe and/or server.	Client Representative monitors sustainment activities for timeliness and compliance to requirements.	Timely, compliant and accurate software support results in favorable performance rating.
CEMS Project Supports	Execute special projects as required by CEMS PMO management.	Client Representative monitors timely, compliant and accurate submission.	Timely, compliant, accuracy and completeness result in favorable performance rating.

Sensitive

Performance Work Statement (PWS)

for

Comprehensive Engine Management System (CEMS)

TASK NUMBER: AM571001T5

Table of Contents

Task Description and Requirements

1. Objective
2. Scope
3. Period of Performance
4. Performance Workload Requirements
5. Performance Requirements Descriptions
6. Contractor Staff Training

Performance Work Areas:

7. Contractor Project Management Support
8. Mainframe Support
9. Server Support
10. Web Application Support
11. Configuration Management Support
12. System Security Support
13. Help Desk Support
14. Information Technology Planning Support
15. Client Support Administrator (CSA) Support
16. Hardware / Software Planning Support

General Information:

17. Estimated Level Of Effort
18. Key Personnel Requirements
19. Government Identification of Key Personnel
20. Personnel Security Requirements
21. Access to Government Facilities
22. Property Security
23. Key Controls
24. Identification / Building Pass
25. Contractor Employee Guidelines
26. Organizational Conflict of Interest
27. Personal Services
28. Quality Assurance
29. System Security Requirements
30. Contract Deliverables
31. Records Data
32. Additional Clause Language
33. Other Direct Cost and Travel
34. Invoicing Instructions
35. Points of Contact

Appendices:

- Appendix A Past Experience Information Sheet
- Appendix B Client Rep Responsibilities for Task Order Admin.

**General Services Administration (GSA)
Federal Acquisition Service (FAS)
Assisted Acquisition Services (AAS)
Greater Southwest Region, Region 7**

Performance Work Statement (PWS)

TASK: AM571001T5
TYPE: Time & Material

DATE: 2 Feb 10
AGENCY: 639 ACSG/PEC
Tinker AFB, OK

NAME: Comprehensive Engine Management Systems (CEMS)
PROJECT MANAGER (PM): Michelle Carpenter, GSA FAS, 405-609-8078
CLIENT REPRESENTATIVE (CR): Richard Olivarez, 639 ACSG/PEC,
CONTRACT TYPE: Alliant

BACKGROUND

The Comprehensive Engine Management System (CEMS) was authorized under the direction of the Secretary of Defense to provide an automated Information Technology (IT) tool to assist the Propulsion Product Group Mission (PPGM) accomplish their mission. The Engine Management System (D024) and the Cycle Reporting & Fatigue Tracking System (G337) functionalities were encompassed by the development and deployment of CEMS. The implementation of CEMS and its architecture culminated AFLC's mandate to consolidate multiple engine data vehicles into a reliable, responsive single data repository of engine data. As the Air Force "System of Record", CEMS provides all aspects of propulsion management, asset forecasting, inventory control, monetary/physical accountability, pipeline analysis and flow rates, Time Compliance Technical Order (TCTO) management, authorized configuration management, critical parts-life-tracking, on-conditioned maintenance, warranty/inspection tracking, actuarial analysis and maintenance history for all propulsion assets in the USAF inventory from cradle to grave. CEMS also supports engine diagnostics and trending and reliability centered maintenance. In addition, maintaining this history for a minimum of 12 years after that asset has been removed from the USAF inventory. CEMS is the source system of data management for War Readiness Engine (WRE) levels and Base Stock Levels (BSL) for spare and installed engine quantities and the current inventory is comprised of approximately 24,000 engines, valued at approximately \$40 billion. In addition to the engine inventory in CEMS, there are nearly 2 million serially tracked, life-limited, critical engine parts and components supported/maintained on a daily basis that are essential to the mission of the Air Force and the propulsion community.

The CEMS life-cycle, which began in 1983 and under the direction of the PPGM, has continuously adapted to meet its users and the USAF propulsion community's requirements. The fielding of CEMS and its hierarchical database designed architecture has provided the United States Air Force (USAF) an automated maintenance tracking system that resides on a centralized repository known as a Central Data Base (CDB). Prior to 1998, the primary method of capturing field-level input was by manually inputting transactions into the CEMS "Batch" processing. In 1997, CEMS implemented the Integrated Base-Level Engine Management System (IBEMS) as a system-to-system interface with the Core Automated Maintenance System (CAMS). This interface provides a real-time connection between systems with a common look and feel; thus reducing the potential of errors resulting from dual-inputs of base level activity from each respective system. Even though CEMS incorporated a Direct-Line-Reporting (DLR)

during its initial deployment, the field units were not mandated by their unit or Major Command to utilize this CEMS functionality. Primarily because this forced the field units to dual-input into both the field level system, CAMS, and the AFLC system, CEMS. In 1998, due the continuing emphasis on reducing dual-inputs, the success of CEMS DLR reporting and the success of IBEMS, batch input was virtually eliminated once the Major Commands enforced that dual-input be eliminated. Only a few Original Engine Manufacturers (OEMs) remained until they were also migrated from the “Batch” report process.

As the Air Force requires assistance in establishing and maintaining a technologically advanced and environmentally effective depot, responsible for maintenance, repair and overhaul (MRO) operations of USAF aircraft, engines, and other aircraft accessories, CEMS continues to provide exposure and visibility of critical engine components to the USAF propulsion community. A prime example of the CEMS PMO insuring the USAF is able to compete in the technology advancing world and IT evolution, the CEMS PMO positioned the propulsion management system, CEMS, for migration into a more universally accepted standard platform. The database management philosophy chosen was Oracle. This allowed for the creation and sustainment of our Operational Data Store (ODS) as message traffic is generated via DLR reporting on the mainframe application, where the application business rules reside. As users input transactions and are successfully processed, messages are formatted and delivered to the ODS via Websphere (MQ Series) in a near real-time process. The ODS serves as the infrastructure to provide all engine transactional events to the Air Force Data Services (AFDS). The AFDS will be the repository for the Expeditionary Combat Support System (ECSS) Oracle Product Suite planned to subsume all USAF legacy systems functionality upon deployment.

In 2002, the Global Integrated Maintenance Management System (GIMMS) was implemented as a vehicle to access legacy system, CEMS, through a more conventional methodology of a web browser.

The current climate of IT support for CEMS is to sustain the system until it’s subsumed by the overarching USAF objective to migrate a majority of the legacy systems into ECSS. ECSS is the major USAF initiative designed to provide support to the War fighter by transforming the way the Air Force performs its logistics business by utilizing commercial off-the-shelf (COTS) based systems with a limited number of bolt-on applications. This concept will provide universal access, visibility to consistent, real-time information across the enterprise. This is a similar concept utilized during the development and implementation of the legacy CEMS, but many legacy systems reside on platforms that are not conducive to an easy exchange of IT information. With numerous legacy systems throughout the USAF and their increasing cost to maintain, the “Expeditionary Logistics for the 21st Century” (eLog21) that is supported by the Secretary of Defense and other USAF leaders, chose the ECSS concept as a way to reduce cost and fulfill their future vision for an USAF IT system.

1. Objective: The objective of this Performance Work Statement (PWS) is to provide Comprehensive Engine Management System (CEMS) Program Management Office (PMO) a select group of highly qualified Information Technology (IT) software system engineers, technical support and help desk personnel that will facilitate the CEMS PMO to continue the high level of customer and system support for all the CEMS internal and external customers.

This PWS encompasses that the awarded contract organization support the overall objective of the CEMS PMO in its ongoing mission to provide the propulsion community with a responsive, accurate, and efficient automated IT system tool for managing USAF engine assets. The awarded contract organization shall provide a wide range of services including a staff of highly qualified personnel to support software

development/testing/documentation per requirement documents called C4 Requirement Documents (C4SRDs), system integration, software deployment, technical/customer support, configuration management, security, system tuning, client support administrator (CSA), hardware identification, networking technical expertise required by the system, cost effective sustainment evaluations that may include alternative technical solutions, and provide materials to the CEMS PMO or supporting organization as identified. The awarded contract organization shall provide support to open standards and multiple end-user platforms in addition to a mainframe platform with minimal disruption of services to the current CEMS user base.

2. Scope: It is desired for the Offeror to provide support personnel with intensive and progressive experience with USAF engine environments and proficiencies in engine management concepts and relevant organizational responsibilities. Performance of the services needed may require knowledge of major Department of Defense (DoD) initiatives such as the Expeditionary Combat Support System (ECSS), Global Logistics Support Center (GLSC) and centralized Intermediate Repair Facilities (CIRFs) concepts. Detailed understanding of these DoD initiatives is paramount to determine how best to preserve the CEMS value added capabilities expected by the Major Commands (MAJCOMS) while moving CEMS into the future weapon system business enterprise architecture. Familiarity of the Chief Financial Officer (CFO) Act of 1990 and CEMS role in fulfilling those requirements is advantageous.

The Offeror shall work with CEMS PMO oversight and directions, and within obligated task funding to support the associated tasks that are documented on C4SRD requirements. These requirements are received by the CEMS PMO on a continual basis as deemed necessary to sustain CEMS.

All documentation, software created or maintained, or any related information delivered, created or maintained under the authorization of this PWS is considered property of the USAF and shall not be utilized, replicated or provided to another organization without the consent of the CEMS PMO.

3. Period of Performance: For the purposes of submitting pricing for this contract the Base period of performance for this effort is estimated to begin on 1 Mar 10 for a period of 12 months thereafter. This period will be referred to as the Base Period. This effort includes five (5), 12-month optional periods. All terms and conditions applicable to the base period shall extend to the options unless otherwise agreed to by completion of an official modification to the task. The entire estimated period of performance is contingent on the Government exercising optional periods. The Government is under no obligation to exercise the Optional Periods.

Optional Periods of Performance (PoP):

- Option 1 – 3/1/2011 to 2/29/2012
- Option 2 – 3/1/2012 to 2/28/2013
- Option 3 – 3/1/2013 to 2/28/2014
- Option 4 – 3/1/2014 to 2/28/2015
- Option 5 – 3/1/2015 to 2/29/2016

This is a Time and Materials pricing arrangement that is subject to incremental funding and the availability of funds. Incremental funding will be added to this task as funding becomes available. The vendor cannot begin or continue work that exceeds the funding obligated under this task for any reason.

4. Performance Workload Requirements: Offeror shall ensure that the CEMS PMO is provided highly skilled professionals, capable, knowledgeable, qualified and experienced personnel to perform workload similar in scope and complexity existing in today's CEMS. The Performance requirements include:

- Project Management Support
- Mainframe Support
- Server Support
 - Mainframe Application Surveillance Support
 - Server Application Surveillance Support
- Web Application Support
 - Web Application Surveillance Support
- Configuration Management Support
- System Security Support
- Help Desk Support
- Information Technology Planning Support
- Client Support Administrator (CSA) Support
- Hardware/Software Planning Support
- Special Projects Support

It is desired, the Performance requirements include expertise in the following areas; however, this list may not be inclusive, and as technology advances additional expertise may be required.

CEMS scope equates to the following.

Mainframe Support encompasses the following:

- 650+ z/OS COBOL programs
- 1.75 million lines of code

Server Support encompasses the following:

- 1400+ modules
- 210k lines of code

Web application support encompasses the following:

- 64k lines of scripts
- 398k lines of code
- 2,976k files

CEMS hardware/software equates to the following.

Mainframe Support encompasses the following:

- Batch/Online processing
- Hierarchical database structure
- IBM Utilities
- Information Management System (IMS)
- Maintaining online response times under <3 seconds
- System Debugging
- z/OS operating system

Server Support encompasses the following:

- Oracle

Languages and tools utilized in supporting functions above:

- Abend-Aid for IMS
- Adobe Acrobat Pro

- Adobe Technical Communications Suite 1.3
- Advantage Vision: Builder
- Apache Axis
- Apache Tomcat
- Assembly
- IBM Information Management System (IMS), DB/DC
- C#
- C++
- COBOL
- Control-M, Control-M/Restart) & Control-O
- Computer Associates (CA) Top Secret Security (TSS)
- Distributed File Service (DFS)
- DreamWeaver 8
- File Transfer Protocol (FTP)
- Hibernate (Database Framework)
- HTML
- Interactive System Productivity Facility (ISPF)
- Java
- JavaScript
- JDOM
- Job Control Language (JCL)
- Log4J (Logging API)
- Message Format Services
- Microsoft Frontpage
- NetBeans 6.5
- .NET Framework
- Perl
- PKZIP
- Pointer Checker Plus
- Oracle Database Administration
- Oracle Failsafe
- Oracle PL/SQL
- Oracle Recovery Manager (RMAN)
- Restructured EXtended eXecutor (REXX)
- System Display and Search Facility (SDFS)
- SLF4J (Logging API)
- SQL
- Subversion
- Swing (GUI Framework)
- SyncSort
- Tapestry (Web Framework)
- Time Sharing Option (TSO)
- TSO Command List (Clist)
- Websphere (MQSeries)
- WebObjects 5.x (Frameworks and development environment)
- WebObjects Adapter/Monitor
- Visual Studio 2008
- VMWare Infrastructure Client

- VPS/TCP/IP
- VPSPrint
- Windows
- YRRID (Legacy Objects Framework)
- YourKit (Java Profiler)
- XML

5. Performance Requirements Descriptions: Functions to be performed will be within the scope of the following: The Offeror is responsible for providing personnel with qualifications in software, hardware and other functional areas as required by the Personnel Qualifications listed in the PWS and the knowledge, skills and abilities listed throughout the PWS that are utilized in the performance of CEMS requirements as described in the PWS. Contract personnel assigned to the following task must keep current on the technologies associated with these tasks, including state-of-the-art work and commercial systems in the technology areas associated with the performance of this task. It will be incumbent upon the contractor to upgrade technical skills via training should new technology become necessary for existing personnel. Contractor training must be coordinated with the COTR, or designee, to ensure no lack of coverage or impact to the CEMS PMO mission. Functions to be performed will be within the scope of the PWS for the awarded CEMS task. The specific estimated level of effort for the work requirements are contained in the PWS.

6. Contractor Staff Training

The Contractor shall provide fully trained and experienced personnel required for performance under this task order. Training of Contractor personnel shall be provided by the Contractor at the Contractor's expense, except:

- a) When upon receipt of a Contractor request for training, the Contracting Officer (CO) or Contracting Officer's Technical Representative (COTR) has provided written approval in advance determining it to be in the best interest of the Government.
- b) When the Government has given prior approval for training to meet special requirements that are peculiar to a specific task.
- c) For limited training of Contractor employee(s) when the Government changes the hardware and/or software during performance of an on-going task.

The Government will not authorize training for Contractor employees to attend seminars, Symposia, or User Group Conferences, unless certified by the Contractor and the client agency/organization that attendance is mandatory for the performance of task order requirements as stated in this PWS. When training is authorized by the COR in writing under the conditions set forth above, the Government will reimburse the Contractor for tuition, travel, and per diem, if required. All of the above is required with the invoice for it to be accepted and processed for payment.

Training at Government expense will not be authorized for the purpose of keeping Contractor personnel abreast of advances in the state-of-the-art or for training Contractor employees on equipment, computer languages, and computer operating systems that are available on the commercial market.

If contractor personnel who have received training at Government expense are removed from the task order for any reason, the contractor shall be responsible for providing like training for the replacement

person(s) at no expense to the Government. For tasks administered as T&M, “no expense to the Government” means that the contractor shall not invoice the Government for labor hours or travel of contractor personnel receiving the required training for the duration of the training.

PERFORMANCE WORK AREAS

7. Contractor Project Management Support: Offeror shall assign a contractor project manager dedicated to directing and complying with all aspects of this PWS. The contractor project manager shall maintain timelines, develop and maintain reports and be the liaison with the COTR, or designee. The contractor project manager shall be required to participate in technical working groups with other Government representatives and provide specialized expertise in design, software development and functional knowledge of aircraft and propulsion applications, architecture and business processes. The contractor project manager shall deliver all acquisition packages for purchases of hardware and software for the Government with prior approval of COTR, or designee. These purchases shall become Government Property. The contractor project manager shall track expenditures, deliveries and ensure that all items received are correct and in working order. A status report shall be delivered identifying on-order, back order, and delivered equipment, due to the Government as a result of contract procurement actions. If unacceptable orders are received, the contractor project manager shall be responsible for the Return Material Authorization (RMA) instructions and replacing the order. Contractor shall manage open positions identified under this PWS and report the status of open positions to the COTR, or designee. Contractor shall provide a weekly status briefing and report detailing projects in work. Contractor shall provide a Monthly Status Report (MSR) recapping the weekly briefings. Contractor shall provide a Monthly Funds and Man-hour Expenditure Report detailing planned versus actual labor hours, labor dollars, travel and other direct costs. Contractor shall develop and execute a Program Management Plan (PMP) to be delivered 30 calendar days after contract award detailing the proposed management plan as related to this PWS. Contractor and COTR, or designee, will establish an acceptable format for all reports and deliverables, and will be delivered via email to the CEMS PMO PM, COTR, or designee. The CEMS PMO retains the right to request the contractor to modify format at no additional cost to the Government. Estimated minimum Level of Effort (LOE) for this tasking is 1,000 hours per year.

8. Mainframe Support: As required, Offeror shall assist government personnel in maintenance of existing CEMS mainframe software applications in addition to developing new routines, modules, programs or processes using a combination of skills which must include COBOL, IMS DB/DC, z/OS (operating system), ISPF (TSO, CLIST, panels), and Job Control Language as deemed necessary to support all mainframe activities. The following skills are advantageous but not required: Sterling Software (Answer II), MQ Series, and Utilities (i.e. IEBGENER, etc.). This effort may involve actually doing the work and/or training other designated individuals in developing these maintenance/developmental activities. The complete process may involve analyzing requirements and environments, coding, testing the routines and processes for adherence to specified requirements, retesting and coding of identified problems, implementation of the logic/process changes into production, updating required documentation based on CEMS PMO standards/requirements and assist in analyzing problems and/or questions as requested by the CEMS user community and the CEMS PMO. Ten (10) years of COBOL/IMS DB/DC experience is required. Estimated minimum LOE for this tasking is 7,520 hours per year.

- a) **Mainframe Application Surveillance Support:** Offeror shall provide application mainframe support, to include daily monitoring of applications, using mainframe and desktop applications as required. This may involve actually doing the work or training other designated individuals in performing these activities. The complete process may involve analyzing software and

environment problems, testing for adherence to specifications, implementing software in a production, assist the mainframe owning organization with trouble shooting application mainframe problems, and maintaining the new additions as well as pre-existing configurations, backing-up and assist in recovery of production, test or development environments. Ten (10) years of knowledge or similar capability/experience with application mainframe support of IMS, COBOL, Websphere (MQ Series), JCL, and other languages and tools utilized to support the mainframe applications.

9. Server Support: As required, Offeror shall perform as an Oracle Data Base Administrators (DBA) plus develop databases and tables, routines, modules, programs or applications using a combination of Oracle and Windows OS skills. This may involve actually doing the work or training other designated individuals in developing these routines. The complete process may involve analyzing requirements and environments, coding the routines, testing the systems for adherence to specifications, implementing the routines in a development, production or test environment, maintaining the new code as well as pre-existing routines, and documenting the routines. Oracle support includes Operational Data Store (ODS), Propulsion Actuarial Client System (PACS) and back-up and recovery of all databases. Oracle support includes daily monitoring of all CEMS PMO Oracle databases and the interface with the Air Force Data Service. Ten (10) years experience as an Oracle DBA is required. Estimated minimum LOE for this tasking is 5,640 hours per year.

a) **Server Application Surveillance Support:** Offeror shall provide application server support, to include daily monitoring of applications, using server and desktop applications as required. This may involve actually doing the work or training other designated individuals in performing these activities. The complete process may involve analyzing hardware or software problems and environments, testing for adherence to specifications, implementing software in a production, assist the server owning organization with trouble shooting application server problems, and maintaining the new additions as well as pre-existing configurations, backing-up and recovery of production, test or development environments. Ten (10) years of knowledge or similar capability/experience with application server support of GIMMS, Web Server, Web Objects, Websphere (MQ Series), ORACLE, LOF, CEMS and other languages and tools utilized to support the server applications.

10. Web Application Support: As required, Offeror shall develop web applications and provide Commercial-Off-The-Shelf (COTS) product support requirements using a combination of skills and tools which include Visual Basic, Websphere (MQ Series), 3270 emulation, UTS60 emulation, Oracle applications and Oracle web development tools, Java, J2EE, XML, HTML, MS FrontPage, Web Objects, Distribution Interface Framework, Communications Interface Framework and other tools as required. This may involve actually doing the work or training other designated individuals in developing these routines. The complete process may involve analyzing requirements and environments, coding the routines, testing the routines for adherence to specifications, implementing the routines in a production, test or development environment, maintaining the new code as well as pre-existing routines, and documenting the routines. Ten (10) years of developing web-based applications are required. Knowledge of, or similar capability/experience with Global Integrated Maintenance Management System (GIMMS), Integrated Base-level Engine Management System (IBEMS), CEMS Line Print Daemon (LPD), Engine Load Program (ELP), CEMS Forwarding Program (CFP), Fly Time, Propulsion Actuarial Client (PACS) system, Reliability Centered Maintenance (RCM) Calculator and YRRID Legacy Objects Framework (LOF) modeling is required. Estimated minimum LOE for this tasking is 1,400 hours per year.

- a) **Web Application Surveillance Support:** Offeror shall provide application Web support, to include daily monitoring of Web applications, using server and desktop applications as required. This may involve actually doing the work or training other designated individuals in performing these activities. The complete process may involve analyzing hardware or software problems and environments, testing for adherence to specifications, implementing software in a production, assist the Web owning organization with trouble shooting application Web problems, and maintaining the new additions as well as pre-existing configurations, backing-up and recovery of production, test or development environments. Ten (10) years of knowledge or similar capability/experience with application Web support of GIMMS, Web Server, Web Objects, Websphere (MQ Series), ORACLE, LOF, CEMS and other languages and tools utilized to support the Web applications.

11. Configuration Management Support: As required, Offeror shall provide management, administrative and technical support personnel to assist the CEMS PMO with developing or sustaining the following: technical documentation, project management, presentations, Interface Control Document (ICD), technical writing, test case development and execution, security documentation, Chief Financial Officer (CFO) Act, quality assurance, document scanning, project scheduling, data standardization, and business operations. Additional support requirements may arise as the CEMS PMO conducts its daily operation of an Information Technology (IT) system. Five (5) years Technical Support experience and similar capability/knowledge of Net-Centric Data Strategy for the Department of Defense (Data Administration-8320.1) is required. Estimated minimum LOE for this tasking is 4,700 hours per year.

12. System Security Support: As required, Offeror shall assist the Information Assurance Officer (IAO) in establishing and documenting computer security procedures and measures to ensure that users maintain or dispose of information in accordance with (IAW) USAF policy and procedures, to include the CEMS PMO System Security Policy. The contractor shall assist in ensuring that maintenance activities on computer systems under IAO control are monitored. The contractor shall assist in performing CEMS mainframe security tasks, as well as GIMMS security tasks, some of which include creating accounts and user IDs and periodically validating user-access privilege levels. The contractor shall assist in ensuring system administrators are taking aggressive action to implement USAF and DoD advisories and prescribed safeguards. The contractor shall assist in updating and maintaining all security documentation. Estimated minimum LOE for this tasking is 1,880 hours per year.

13. Help Desk Support: As required, Offeror shall provide technical support personnel to respond to CEMS user's request for assistance or problem reports. Includes working with CEMS customers via telephone or email, logging activity with trouble tickets or other CEMS activities associated with supporting CEMS data requirements and providing end user training. Five (5) years experience with CEMS applications, functionalities, processes and procedures. Windows and MS Office experience is advantageous. Estimated minimum LOE for this tasking is 1,880 hours per year.

14. Information Technology Planning Support: As required, Offeror shall assist in providing support to plan for future growth and improvement the CEMS PMO systems. This would include assessing current, in-place systems in relation to the present and future needs, new technologies and/or products that may improve efficiency and performance. The contractor staff shall assist in conducting analysis of alternatives, market research, and application acquisition package recommendations. Contractor shall

assist when collaborating with other organizations when required to support the CEMS systems. Recommendations shall be provided to identify future system requirements, network requirements (including new implementation and/or expansion), software needs and future technical support service needs. Ten (10) years competence and experience in CEMS, IT assessment and project development are required. Estimated minimum LOE for this tasking is 2,320 hours per year.

15. Client Support Administrator (CSA) Support: As required, Offeror shall assist in providing CSA support for government computers by assisting the government personnel in managing and troubleshooting all government computers and other information technology equipment assigned or utilized by the CEMS PMO. A CSA is required to perform a broad range of responsible and complex computer systems administration duties in the implementation and maintenance of IT systems; to provide technical support for a combination of desktop, server and network hardware, software and peripheral equipment; to upgrade existing hardware and software, to correct reported hardware and/or software problems; and to perform a variety of technical tasks relative to assigned area of responsibility. In addition, CSA duties include establishing/maintaining accounts, access, clearance, and passwords to network providers and other locations where required information is to be downloaded, or viewed in performance of this PWS. Estimated minimum LOE for this tasking is 480 hours per year.

The CSA shall be certified in Computing Technology Industry A+ before performing work on any Government computers or equipment. The CSA will work under the guidance of all associated Air Force Instructions and Manuals (AFI/AFM) that are applicable for managing AF IT equipment, networks, and system access. The following lists are some but not all inclusive of the guidance to be followed by the CSA:

- AFI 33-115, Communications and Information, Network Operations (NETOPS)
- AFI 33-202, Communications and Information, Licensing Network Users and Certifying Network Professionals
- AFM 33-223, Communications and Information, Identification and Authentication

16. Hardware/Software Planning Support: As required, Offeror shall assist in tracking and maintaining records of all software/hardware maintenance agreements pertaining to CEMS applications, computers and software licenses. The contractor shall assist in ensuring the latest approved COTS software tools reside in authorized CEMS personal computers, to include maintaining an inventory accountability listing. The contractor shall assist in providing recommendations on software acquisitions, maintenance renewals, and upgrades. The contractor shall assist in acquiring new software, hardware or upgrades and in acquiring or renewing maintenance agreements for the CEMS PMO as coordinated by the COTR or designee. Five (5) years experience with product procurement and hardware/software maintenance agreement management is required. Estimated minimum LOE for this tasking is 440 hours per year.

17. Estimated Level of Effort (LOE):

17.1 Historical LOE Information from the Current Task Order: The Current contract is being executed by Science Application International Corporation (SAIC) performing under their GSA Millennium-Lite. The previous task order was awarded under contract number GS07T00BGD0028. Labor Categories and average annual hours per category utilized for the previous task order GSA Millennium Lite included:

APPSYSANAL/PRMR-SR	– 13,160 hours
S'WARE SYS ENG-LD	– 5,640 hours
COMPUTER OPNS MGR	– 1,880 hours
DB ADMIN	– 1,880 hours
DOCUMENTATION SPEC SR	– 3,760 hours
HELP DESK COORDINATOR	– 3,760 hours
WEB CONTENT ADMIN	– 1,880 hours
WEB SECURITY ADMIN	– 1,880 hours
PROJECT MANAGER	– 1,880 hours

17.2 Estimated Level Of Effort (LOE)

CEMS anticipates the vendor will require a minimum level of effort (LOE) as identified in Table 4 to complete this task.

Table Estimated Level of Effort

Labor Per Requirement	Estimated Hours by Labor Category					
	Base	OY1	OY2	OY3	OY4	OY5
Project Management Support	1,000	1,000	1,000	1,000	1,000	1,000
Mainframe Support	7,520	7,520	7,520	7,520	7,520	7,520
Server Support	5,640	5,640	5,640	5,640	5,640	5,640
Web Application Support	1,400	1,400	1,400	1,400	1,400	1,400
Configuration Management Support	4,700	4,700	4,700	4,700	4,700	3,760
System Security Support	1,880	1,880	1,880	1,880	1,880	1,880
Help Desk Support	1,880	1,880	1,880	1,880	1,880	1,880
Information Technology Planning Support	2,320	2,320	2,320	2,320	2,320	2,320
Client Support Administrator (CSA) Support	480	480	480	480	480	480
Hardware/Software Planning Support	440	440	440	440	440	440
Total Estimated Direct Labor Hours	27,260	27,260	27,260	27,260	27,260	26,320

The above labor mix currently supports the CEMS PMO and each labor category is described in the Performance Requirements factors.

Offerors are not obligated to use this staffing and may propose any alternative solution that the Offeror believes will provide the best value to the Government and meets the requirements in the PWS. However, your solution will be evaluated to ensure that your firm understands the staffing support requirements of the PWS. An explanation for a deviation from this estimate must be satisfactory and will be evaluated. A vendor that proposes an alternative LOE which deviates from the governments estimates risks the government determining that they do not understand the government's requirements.

If the offeror desires/chooses to propose alternative solutions the offeror must provide the rationale explaining why they chose to deviate from the proposed mix (labor category and hours) so that it is clear that they understand the requirement. Deviating without providing an explanation may raise questions concerning the offeror's understanding of the task requirements and may lead to an unacceptable rating.

The Government considers 1,880 hours (excluding Holidays) to be a full year of labor for one individual.

18. Key Personnel Requirements

Certain skilled experienced professional and technical personnel are essential for accomplishing the work to be performed. These individuals are defined as “Key Personnel”, and are those positions listed below with qualifications described in the PWS. The government has identified these “Key Personnel” for the total period of the project. The execution of project tasks will be subject to the precise assignment of specific individuals proposed by the vendor and identified in the proposal as “Key Personnel”.

Substitution of Key Personnel: No substitutions shall be made of accepted “Key Personnel” except for sudden illness or death, or termination of employment. Substitutions shall only be accepted if in compliance with the following terms for Substitution of Key Personnel. All contractor requests for approval of substitutions shall be submitted in writing to the COTR, or designee and CEMS PMO management at least twenty (20) days in advance of the effective date, whenever possible. The request shall provide a detailed explanation of the circumstances necessitating the proposed substitution, a complete list of qualifications for the proposed substitute, and any other information requested by the CEMS PMO management necessary to approve or disapprove the proposed substitution.

The contractor shall ensure “Key Personnel” are available for the total period of the contract. The execution of project tasks will be subject to the precise assignment of specific individuals identified as “Key Personnel”.

It is desired for the Offeror to provide support personnel with intensive and progressive experience with USAF engine environments and proficiencies in engine management concepts and relevant organizational responsibilities.

19. Government Identification of Key Personnel

Contractor employees filling the following positions are designated as “Key Personnel”:

- ❖ Contractor Project Manager
- ❖ Senior Software System Engineer (mainframe)
- ❖ Senior Software System Engineer (server)
- ❖ Database Administrator (Oracle)

The contractor shall ensure each “Key Personnel” assigned by the vendor to work on this effort are fully qualified.

Contractor employees filling the following positions are designated as “Key Personnel”:

Contractor Project Manager
Senior System Software Engineer (mainframe)

Senior System Software Engineer (server)
Database Administrator (Oracle)

19.1 Key Personnel Qualifications:

REQUIRED QUALIFICATIONS:

The Offeror shall provide support personnel with intensive and progressive experience with USAF engine environments and proficiencies in engine management concepts and relevant organizational responsibilities. In addition to the qualifications below described for each individual position, describe experience and technical expertise that each “Key Personnel” has and how the experience and expertise was obtained, in the following USAF systems/functions:

Integrated Maintenance Data System (IMDS) formally CAMS
Comprehensive Engine Management System (CEMS)
Core Automated Maintenance System for Airlift (G081)
Defense Information System Agency (DISA)
Base Communications Squadrons
Air Force Portal
Central Communications Center (CCC)
Expeditionary Combat Support System (ECSS)
Air Force Data Services (AFDS)
Enterprise Service Bus (ESB)

Key Personnel’s technical qualifications and experience requirements are as follows:

Contractor Project Manager:

10 years Project Management
10 years Infrastructure Software Development
10 years Integrated Base Engine Management System software Development
10 years Software Development in
IBM Mainframe
Oracle
10 years Aircraft Engine Management

Additional desired qualifications as stipulated in paragraph 19.2. Contractor Personnel Requirements/Contract Program Manager, of this PWS and in-depth experience in all areas listed paragraph 4.0, Performance Workload Requirements of this PWS.

Senior System Software Engineer (mainframe):

10 years Infrastructure Software Development

Additional desired qualifications as stipulated in paragraph 19.2. Contractor Personnel Requirements/Senior System Software Engineer (Mainframe/Server)

and/or experience listed in paragraph 4.0, Performance Workload Requirements of this PWS.

Senior System Software Engineer (server):

10 years Infrastructure Software Development

Additional desired qualifications as stipulated in paragraph 19.2. Contractor Personnel Requirements/Senior System Software Engineer (Mainframe/Server) and/or experience referenced in paragraph 4.0, Performance Workload Requirements of this PWS.

Database Administrator (Oracle):

10 years Infrastructure Software Development

Additional desired qualifications as stipulated in paragraph 19.2, Contractor Personnel Requirements/Database Administrator and/or experience referenced in paragraph 4.0, Performance Workload Requirements of this PWS.

DESIRED QUALIFICATIONS:

The following desired qualifications, knowledge, skills and abilities are provided for each key position:

Contractor Project Manager: Contractor Project Manager (CPM) shall be the primary technical and managerial interface between the contractors, the COTR, or designee. The CPM will be responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies, and communicating policies, purposes and goals of the organization to subordinates. The CPM is ultimately responsible for the quality and efficiency of the requirement (C4SRDs) completed for CEMS. The CPM shall be a direct employee of the prime contractor and will have recent experience successfully planning, directing, and managing projects similar in size and scope to the requirements documented within this PWS support of the CEMS PMO. The CPM will assign tasking to contractor personnel, supervise on-going technical efforts, and manage overall task order performance. It is desired the CPM shall demonstrate experience with the following:

- Strong experience in problem resolution and customer satisfaction accomplished within prescribed timeframes and funding parameters
- Working knowledge and experience administering and managing multiple IT tasks and substantial IT programs similar in size and scope to those of the contractor's proposed solution to the task order
- Technical and administrative leadership of task compliance with industry accepted standards
- Knowledge of configuration management and quality assurance concepts and guidelines
- Experience successfully managing COTS-based system development efforts, including areas such as system integration, and web content management
- Experience successfully managing a large IBM mainframe application to include various methodologies of interfacing with multiple systems on different platforms
- Ability to analyze, diagnose, and define problems and issues, and to develop resolutions pertaining to system development/sustainment
- Demonstrates ability for oral and written communication with highest levels of management

The PM will have full authority to act for the contractor on all contract matters relating to daily operations. The PM, or designee, must be available during normal duty hours, as specified herein and to meet with CEMS PMO management within 24 hours to discuss problems.

The PM shall meet with the COTR, or designee and CEMS PMO management as necessary to maintain satisfactory performance and to resolve other issues pertaining to Government/Contractor procedures.

At these meetings, a mutual effort will be made to resolve any and all problems identified. Written minutes of these meetings shall be prepared by the contractor, signed by the contractor's designated representative, and furnished to the Government within two (2) business days of the subject meeting.

The Contract Project Manager must be able to read, write, and speak English. The contractor may designate an Alternate PM, with the similar capabilities and education as the PM that may act in the PM's absence. The PM for this contract is to be determined at time of award.

Senior Systems Software Engineers (for both the Mainframe and the Server): The Senior Systems Software Engineers shall provide technical leadership in software design and sustainment of all system functionality and provides technical guidance to the software development staff. The Senior Engineers shall demonstrate:

- Thorough understanding of the proposed programming environments such as Oracle, Information Management System (IMS) and related tools and technologies.
- Possess development experience with a variety of these tools on multiple operating platforms.

Database Administrator (Oracle): The Database Administrator (Oracle) is responsible for all environmental aspects of the Oracle database and related applications environment. The DBA shall provide technical leadership in database management, design and assist the software development staff to resolve or provide technical solutions to defined requirements. The DBA is responsible for installation of new software releases, configuration of hardware/software, data analysis, database design, data modeling and optimization, performance analysis/tuning and disaster recovery. The DBA shall demonstrate:

- Thorough understanding of the Oracle Database Management and related tools and technologies,
- Plus possess DBA expertise in a variety of rolls on an Oracle platform.

19.2 Contract Personnel Requirements

Contractor Personnel: The contractor shall be responsible for managing and overseeing the activities of all contractor personnel, as well as subcontractor efforts used in performance of this PWS. The contractor's management responsibilities shall include all activities necessary to ensure the accomplishment of timely and effective support, performed in accordance with the requirements contained in the contract.

Contractor personnel shall present a neat appearance and be easily recognized as a contractor employee by wearing a Security Identification Badge at all times while on Government premises. When contractor personnel attend meetings, answer phones, and work in other situations where their status is not obvious to third parties they must identify themselves as such to avoid creating the impression that they are Government employees.

The contractor shall ensure the continued assignment of personnel from project start to project finish. In the event an individual becomes incapacitated or leaves the company, it is the responsibility of the

contractor to have qualified and/or cleared (if required) individuals on staff to accomplish the task with a minimal learning curve.

20. Personnel Security Requirements: Contractor personnel (prime, team member and/or sub-contractor) working on this PWS shall sign a Contractor Employee Non-Disclosure Agreement (NDA) and submit it to the COTR, or designee, before starting work. In addition, a National Agency Check Plus Written Inquiries and Credit Check (NACI) for Security Clearance is required prior to gaining access to any Government network. This access will be denied and/or restricted until such time the NACI has been accomplished with a favorable finding. Contractor employees, through work on this task order, may be afforded access to sensitive data as part of their assigned duties. By signing the NDA, contractor personnel affirm to use the data only in a manner as determined by their job and not in any unlawful way. The contractor shall also ensure that all personnel assigned to this task (including all sub-contractors and consultants) execute and adhere to the terms of the non-disclosure statement, protecting the proprietary information of the Government and other contractors. Assignment of personnel who have not executed this statement or failure to adhere to this statement will result in action by the Contracting Officer (CO), as deemed appropriate.

21. Access to Government Facilities: The contractor will be allowed limited access to the Government's facilities. The Government will provide access to the contractor to be able to enter the Government building.

22. Property Security: The contractor shall be responsible for safeguarding all Government property provided for contractor use. At the end of normal duty hours and after normal duty hours, all Government facilities, equipment and materials must be secured by following internal office procedures for locking up offices and equipment. Also government network security procedures must be adhered to at all times. The on-site contractor shall clean, and maintain assigned spaces in an orderly fashion and repair any damage caused by the contractor. Government assigned office rules will apply to the on-site contractors as applicable to on-site Civilians.

23. Key Controls: The contractor shall establish and implement methods to help ensure sure all office keys issued to the contractor by the Government are not lost, misplaced and are not used by unauthorized persons. The contractor shall not duplicate any keys issued by the Government. However, if a key is lost or duplicated, the contract project manager shall immediately report this incident to the COTR, or the designee. The contractor may be required, upon written direction of the COTR, to re-key or replace the affected lock or locks at no cost to the Government. The Government may, however, at its option, replace the affected lock or locks or perform re-keying and deduct the cost of such from the monthly payment due the contractor. If a contractor loses or duplicates a master key, the Government will replace all locks and keys and the total cost will be deducted from the monthly payment due the contractor.

The contractor must prohibit the use of keys issued by the Government by any persons other than the contractor's employees. Opening of locked areas by contractor employees to permit entrance of persons other than contractor employees engaged in PWS requirements in those areas is prohibited. If a contractor permits entrance of an unauthorized person on the USAF facility and/or into a Government building, the Government is not responsible for the safety of that unauthorized person. All keys shall be turned over to the COR/COTR at task order expiration.

24. Identification / Building Pass: The contractor shall ensure that their personnel are available for photo identification badges on a schedule to be determined by the COTR, or designee, or as required by the facility where the PWS is being executed. The badges will be made by the Government utilizing supplies, materials and equipment provided by the Government. Each contractor employee must sign for the appropriate badge at the time of photographing. The contractor must be able to pass clearance procedures to obtain a Government Contractor ID Badge. The Government will help execute procedures to obtain Government Contractor ID Badges.

- a) The contractor shall also ensure that each contract employee performing work under this PWS display their photo-identification badges at all times they are present on duty in the building. Refusal or repeated neglect to display the photo-identification may result in an unsuitability determination.
- b) Upon task expiration, termination, resignation or other event leading to the release of a contractor employee from this task, the contractor shall return all Government identification, building passes, keys, and other Government property issued to that contract employee. Failure on the part of the contractor may result in the contractor's liability for all costs associated with correcting the resultant breach in building security.
- c) The contractor must notify the COTR, or designee, when the contract employee government badges are lost. It will be the responsibility of the contractor to pay for replacement badges at the current replacement cost per badge, if applicable.
- d) The requirements of this PWS are applicable to all team members and/or subcontractors who will work at the CEMS PMO site.
- e) Furthermore, if applicable, the building pass and/or other access device(s) previously given to the contract employee must be immediately surrendered, returned, or delivered to the security officer of the Government facilities.

25. Contractor Employee Guidelines:

- a) **Contractor interfaces:** Contractor and any sub-contractors may be required as part of the performance of this effort to work with other contractors working for the Government. Such other contractors shall not direct this contractor or its sub-contractors in any manner. Also, this contractor and their sub-contractors shall not direct the work of others contractors in any manner.

The Government will establish an initial contact between the contractor and other contractors assigned to the CEMS PMO. Conventions for the scheduling and conduct of future meetings/contacts between contractors will be established at a kick-off meeting.

- b) **Cooperation with Other On-Site Contractors:** When the Government undertakes or awards other contracts for additional work at the facilities, the contractor must: (1) fully cooperate with the other contractors and Government employees, and (2) carefully fit its own work to such other additional contracted work as may be directed by the COTR, or designee. The contractor must not commit or permit any act that will interfere with the performance of work awarded to another contractor or with the performance of other government employees.

In any case where, in the course of fulfilling the PWS requirements, the contractor disturbs any work guaranteed under another separate contract, the contractor shall restore such disturbed work to a condition satisfactory to the COTR, or designee, and guarantee such restored work to the same extent as it was guaranteed under the other contract.

c) Productive Direct Labor Hours: The contractor can only charge the Government for Productive Direct Labor Hours. Productive Direct Labor Hours are defined as those hours expended by contractor personnel in performing work under this PWS. This does not include sick leave, vacation, Government or contractor holidays, jury duty, military leave, or any other kind of administrative leave such as acts of God (i.e. hurricanes, snow storms, and tornadoes) or the public enemy, Presidential funerals, or any other unexpected Government closures. All authorized chargeable direct-labor hours are based on approved government workdays. All days designated by the government as non-work days (e.g. "Down Days") are not chargeable hours against this PWS.

d) Hours of Work: The normal duty hours of operation are from 0730 to 1630, Monday through Friday. Overtime is not authorized on this PWS unless prior approval by the COTR, or designee, which has the authorization to grant an Extended Work Week (EWW). The COTR must first determine that adequate funding is obligated to the task to support the overtime that is being considered for authorization.

e) Government Holidays: The following Federal Government holidays observed by Government personnel are:

- New Year's Day
- Martin Luther King's Birthday
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Christmas Day

In addition to any other day designated by Federal Statute, Executive Order, and/or Presidential Proclamation as a Federal holiday.

f) Emergency or Mission Objectives: The contractor may be required to perform services outside the normal hours of duty due to emergency or special event circumstances. These occasions should require advanced approval of the COTR, should be infrequent and will require that services be performed after normal working hours in the evening or weekends. The COTR, or designee, and the contractor will mutually agree upon all deviations to the work schedule. After completion of the work, the contractor shall provide written documentation of the work accomplished to the COTR, or designee within one business day. Contractor is expected to meet the client's production schedules, which may cause the contractor to work beyond normal duty hours, to meet mission objectives. These "Emergency and Mission Objective" hours are chargeable against this PWS if advanced approval from the COTR or COTR designee has been obtained in writing. A memo or email will suffice as written approval. The COTR is required to make a determination that adequate funding has been obligated to the task to support the work requirements.

g) Payment for Unauthorized Work: No payments will be made for any unauthorized supplies and services or for any unauthorized changes not documented on an C4SRD or directed by the CEMS PMO. This includes any services performed or meetings attended that do not directly

support this PWS; or any service performed by the contractor of their own volition or at the request of an individual who is not a CEMS PMO civilian.

h) Place(s) of Performance: The work will be performed primarily at the site of the Government host office and on occasion at off-site locations. Meetings could be held at other Government agencies within the Tinker Air Force Base or Oklahoma City, Oklahoma area. The contractor will also be expected to support Temporary Duty (TDY) assignments in direct relationship to requirements associated or supporting specific workload.

The PMO will provide the contractor staff with workspaces to include computer equipment, telephones, necessary office supplies, and access to printers, fax machines, and other system hardware/software required to provide services under this PWS.

i) Administrative Considerations:

- **Standards of Conduct:** The contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity.
- The contractor will be responsible for taking any disciplinary action with respect to its employees, as may be necessary to enforce those standards.
- The Contractor shall remove any employee from performing duties assigned under this PWS at the Government building, should the employee's performance warrant such action. The Government will request the contractor to immediately remove any employee of the contractor from the Government building/work-site if the CO determines that the employee of the contractor is "unsuitable" for security reasons or is otherwise found to be unfit for performing his/her assigned duty at a Government building. The following areas (not all-inclusive) are considered justification for requesting the contractor to immediately remove an employee from a Government building/work-site:
 - Violation of agency and contractor security procedures and regulations.
 - Violation of the rules and regulations governing public buildings and grounds, set forth in Title 41 CFR Subpart 101-20.3, Conduct on Federal Property.
 - Endangering or thought to be a danger to themselves or other individuals.
- Upon determination of the Contractor, per justified request from the CEMS PMO, the contractor must remove an employee from or deny access to a Government building worksite, the contract employee's clearance and access to the Government facility must be immediately revoked or otherwise terminated and a qualified replacement must be hired by the vendor within 14 calendar days.

j) Government Furnished Equipment Inventory

The contractor shall be accountable for the computer equipment assigned to them, and shall comply with all the regulations as directed in Air Force Instruction (AFI), Communications and Information, Information Technology Hardware Asset Management, 33-112. The Government Automated Data Processing Equipment (ADPE) Custodian will provide guidance as required. In complying with this instruction, the contractor shall only utilize the provided Government equipment for official or authorized purposes.

The contractor shall not remove any equipment designated as accountable unless the Automated Data Processing Equipment (ADPE) Custodian has provided a hand receipt for that equipment. If an Information Technology (IT) asset is to be removed, the "Hand Receipt" must include, at a

minimum, item description, serial numbers, and location. The “Hand Receipt” must accompany the piece of IT equipment at all times.

k) Correspondence: To promote timely and effective administration, correspondence shall be subject to the following procedures:

- Technical correspondence, where technical issues relating to compliance of the C4SRD shall be addressed to the appropriate CEMS PMO civilian, with an information copy to the COTR, or designee, if applicable.
- Other correspondence which proposes or otherwise involves waivers, deviations or modifications of C4SRD requirements, shall be addressed to the appropriate CEMS PMO civilian.
- All correspondence related to contract issues shall be forwarded to the COTR, the GSA Project Manager and the GSA Contracting Officer. Inquiries concerning invoices shall be addressed to the GSA Project Manager with an information copy to the COTR and designee.

26. Organizational Conflict of Interest (OCI)

26.1 Requirement for Certification of Vendor’s Organizational Conflict of Interest

The Successful performance of this contract requires both the contractor and the government to cooperate in the early identification and avoidance, mitigation or waiver of organizational conflicts of interest which may arise in the implementation of this contract. This is an ongoing responsibility which is part of the current quotation submittal and subsequent contract performance. Each vendor, by acceptance of the task award is certifying that:

That it will act in good faith and take reasonable steps to identify and disclose to the Contracting Officer organizational conflicts of interest as that term is used in FAR Subpart 9.5 which exist or may arise in the implementation of this contract, as soon as they become known to the contractor.

The offeror represents that if it discovers an OCI or potential OCI a prompt and full disclosure shall be made in writing to the Contracting Officer. The disclosure shall include a description of the action the contractor has taken or proposes to take in order to avoid or mitigate the OCI. If in compliance with this clause, the contractor discovers and promptly reports an organizational conflict of interest (or potential conflict of interest), the Contracting Officer will analyze the OCI or potential OCI and make a written determination and finding as to how the OCI will be resolved, taking into consideration the contractor's plans to avoid or mitigate the OCI. In the event that the Contracting Officer determines that the OCI cannot be effectively avoided, mitigated, or waived, then the Contracting Officer may terminate the portion of the contract affected by the conflict for the convenience of the government, if such termination is determined to be in the best interests of the Government.

The contractor agrees to abide by the provisions of FAR 9.505-4 and will implement appropriate procedures for the proper handling and protection of third party proprietary and/or competition sensitive information to which it is given access in the implementation of this contract.

If after award, an OCI issue is discovered, the contractor shall prepare and submit an **OCI identification and mitigation plan**, setting forth in detail the actions the contractor will take

to mitigate and resolve the OCI and in the future provide for early identification, and avoidance or mitigation of OCI as required by this clause.

In the event that a future modification to this contract would result in an actual or potential OCI, the contractor shall notify the COTR and GSA Contracting Officer. If the GSA Contracting Officer determines that the OCI cannot be adequately avoided, mitigated or waived, the contractor shall have the right to decline acceptance of the modification in order to avoid the OCI.

27. Personal Services: The contractor shall not provide any personal services under the PWS as defined in FAR, Personal Services Contracts, Part 37.104. This will not, however, preclude the contractor from making recommendations or providing services within the terms and conditions of the contract.

28. Quality Assurance: The contractor shall assist in maintaining the CEMS Configuration Management procedures which complies with ISO 9001:2008 standards. In addition, the contractor shall follow all Federal Government, National Institute of Standards and Technology (NIST), Institute of Electrical and Electronics Engineers and Federal Information Security Management Act (FISMA) specific policies and procedures as they relate to information technology, software development, configuration management, security, and privacy.

28.1 Quality Assurance Planning

Contracts for commercial items shall rely on a contractor's existing quality control system as a substitute for compliance with Government inspection and testing before tender for acceptance unless customary market practices for the commercial item being acquired permit in-process inspection (Section 8002 of Public Law 103-355). Any in-process inspection by the Government shall be conducted in a manner consistent with commercial practice. The following QASP Matrix identifies the typical methods used for quality assurance.

QUALITY ASSURANCE SURVEILLANCE PLAN MATRIX

Required Services	Performance Standard	Method of Surveillance	Acceptable Quality Level/Incentives
Program Management	Conduct technical & functional activities needed to manage the program.	Client Representative establishes milestones for accomplishing project objectives and monitors.	Milestone is timely met. Successfully meeting the goals will result in a favorable performance rating.
Advisory and Consultation Services	Maintain good communication with customer and others involved with project in order to stay current with daily events. Recognize issues in time to make	Client Representative monitors and provides feedback to PM and CO.	Meeting standard results in favorable performance rating.

	recommendations. Advice and consultation results in efficient, cost effective and effective solutions.		
Status Reports/Invoices/etc.	On time delivery of monthly status reports, invoices, open contractor position report, status on on-order/back-orders and other required deliverables.	Client Representative monitors timely, compliant and accurate submission.	Timely, compliant and accurate submission results in favorable performance rating.
Surveillance	Sustainment of all application software whether that software resides on the mainframe and/or server.	Client Representative monitors sustainment activities for timeliness and compliance to requirements.	Timely, compliant and accurate software support results in favorable performance rating.
CEMS Project Supports	Execute special projects as required by CEMS PMO management.	Client Representative monitors timely, compliant and accurate submission.	Timely, compliant, accuracy and completeness result in favorable performance rating.

29. System Security Requirements: The activities required by the PWS shall necessitate the contractors acquire authorization access to USAF IT systems. Based upon the definitions contained in the USAF Information Systems Security Program Policy, the Government has determined that Mission Assurance Category (MAC) Level 2 applies to the operational criticality of the data processing capabilities of CEMS. However, the contractor shall be prepared to implement appropriate security controls if the operational criticality level of CEMS changes.

The Offeror, by acceptance of this task award is certifying that their present IT system security expertise complies with the requirements of the PWS, Office of Management and Budget (OMB), Circular A-130, Appendix III, *Security of Federal Automated Information Resources*, National Institute Standards and Technology (NIST) - Special Publication 800-61, *Computer Security Incident Handling Guide*, and Federal Information Security Management Act of 2002 (FISMA 2002). The Offeror further agrees to include this clause in any sub-contract awarded pursuant to this PWS.

The contractor will be required to access live data during the performance of this PWS. Any records, data or information the contractor may have access to, is "Unclassified Sensitive". This project is unclassified but information utilized will include for official use only. All contractor personnel directly working on

this project must undergo a National Agency check (must be started prior to start date of task order) and be capable of obtaining and maintaining an active Secret clearance.

The contractor shall not divulge any information about the CEMS PMO files, data processing activities or functions, User ID's, passwords, or any other knowledge gained to any entity not authorized to have access to CEMS information. Network and computer passwords will be provided for official and work related use only. It shall be the contractor's responsibility to ensure that all contract personnel have the required system access authorizations. All contract employees are responsible for safeguarding the system security concerning their functions as specified within the requirements as set forth in this PWS.

Work on this project may require that personnel have access to Privacy Information. Contract personnel shall adhere to the Privacy Act, Title 5 of the United State Code, Section 552a and applicable agency rules and regulations:

OMB A-130, Appendix III is accessible via website:

<http://www.whitehouse.gov/omb/circulars/a130/a130appendix III.html>

NIST Special Publication 800-61 is accessible via website:

<http://csrc.mist.gov/publications/nistpubs/800-61/sp800-61.pdf>

FISMA 2002 is accessible via website:

<http://csrc.nist.gov/policies/FISMA-final.pdf>

The contractor shall be responsible for properly protecting all information used, gathered, or developed as a result of this PWS. The contractor shall implement procedures that ensure that appropriate administrative, technical, and physical safeguards are established to ensure the security and confidentiality of sensitive Government information, data, and/or equipment.

The contractor shall comply with established security plans, policies, and procedures that apply to the Government system which conform to USAF requirements specific in those previously referenced and including, but not limited to the following:

- NIST Special Publication 800-53: *Recommended Security Controls for Federal Information Systems*
- NIST Special Publication 800-37: *Guide for the Security Certification and Accreditation of Federal Information Systems*
- NIST Special Publication 800-34: *Contingency Planning Guide for Information Technology Systems*
- NIST Special Publication 800-47: *Security Guide for Interconnecting Information Technology Systems*
- Appendix E System Security Policy for the Comprehensive Engine Management System (CEMS) Program Management Office (PMO) Architecture July 2008

30. Contract Deliverables: The contractor shall be directly responsible for all communications to CEMS PMO management ensuring the accuracy, timeliness and completion, and quality assurance of all tasks under this effort. Monitoring of the contractor's performance will be performed by the Contract Officer Technical Representative (COTR), or designee, by auditing various deliverable reports such as reviewing Monthly Status Reports (MSR) and other monitoring techniques as required. In addition to the documents listed in the Scheduled Deliverable (SD) Matrix, contract reporting may include but are not all inclusive to the following system monitoring reports:

- Operating system status reports

- Web-site Traffic reports
- Help Desk Call reports
- Task Summary reports
- Database Availability metrics
- Database Activities metrics
- Server Availability metrics

30.1 Inspection/Acceptance Criteria of Deliverables: Unless otherwise specified, the CEMS PMO will have five (5) business days from the day a Scheduled Deliverable (SD) is received to review the SD, provide comments back to the contractor, and approve or disapprove the SD. The contractor shall also have five (5) business days from the day comments are received to incorporate all changes and submit the final SD to the CEMS PMO. Final inspection and acceptance of all work performed, reports, and other SDs will be performed by the COTR, or designee.

If no comments are provided, the SD will be considered approved. Contractor shall incorporate, any changes requested by the CEMS PMO, provided that notification is provided within five (5) work days. If no comments are provided, the SD shall be considered accepted. The redelivery of any corrected SD without a request for changes within 5 work days shall constitute acceptance.

30.2 General Acceptance Criteria: General quality measures, as set forth below, will be applied to each work products received from the contractor under this PWS.

- Accuracy: Work shall be accurate in presentation, technical content, and adherence to accepted element of style.
- Clarity: Work output shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.
- Consistency to Requirements: All work products must satisfy the requirements as stated on an C4SRD and/or upon further clarification or documented instructions from a CEMS System Design Analyst(s).
- File Editing: All test and diagrammatic files shall be editable by the Government.
- Format: Work products shall be submitted in an electronic media or hard copy (only if applicable) and in a format mutually agreed upon prior to submission.
- Timeliness: Work shall be submitted on or before the due date specified and agreed upon by the contractor and CEMS PMO in accordance with the C4SRD; or with an agreed upon scheduled date determined by the CEMS PMO.

30.3 Deliverable Acceptance: A CEMS PMO civilian will review deliverable documentation that the contractor submits, and may return it to the contractor for correction. The absence of comments by a civilian will not relieve the contractor of the responsibility for complying with the requirements of the task.

Final approval and acceptance of documentation required herein shall be by an acceptable media for approval and acceptance by the appropriate civilian. The contractor shall not construe any letter of acknowledgment of receipt of material as a waiver of review or as an acknowledgment that the software support is in conformance with the specific C4SRD being worked. Any approval given during preparation of these deliverables or approval

before implementation shall not guarantee the final acceptance of the completed deliverable documentation.

Scheduled Deliverable (SD) Matrix:

SDs Number and Performance Objective	PWS Section	Due Date
1) Contractor shall deliver a Program Management Plan detailing the proposed management plan as related to this PWS	17	Thirty (30) Calendar Days after Contract Award
2) Contractor shall deliver an exiting Transition Plan detailing the transition activities to include a detailed milestone schedule for transferring this task to another vendor just prior to task order expiration. A Transition Plan must be provided as continuity from the incumbent contractor to the succeeding contractor is critical to the operations of the CEMS PMO.	Cover Letter	Ten (10) Calendar Days after Contract Award.
3) Contractor shall provide status briefings for the preceding week's activities.	17	Weekly – COB Thursday
4) Contractor shall provide funds & man-hour expenditure reports for preceding month's activity to include hours expended per task.	17	Monthly – 10th of each month
5) Contractor shall prepare acquisition packages for hardware/software purchases and maintenance, track expenditures, deliveries and ensure that all items received are correct and in working order.	26	As required by individual projects
6) Contractor shall provide an Open Contractor Position Report detailing open positions on the contract and status of the vacancy.	17	Monthly – 10th of each month
7) Contractor shall provide status of on-order, back order, and delivered equipment due to the Government as a result of contract procurement actions.	17	As required by individual projects
8) Contractor shall assist the CEMS PMO in maintaining the CEMS Mainframe, Oracle, Web applications. As C4SRDs are placed into production and released by the CEMS PMO, the contractor shall report their hours expended per C4SRD prior to the completion of the task.	18, 19 & 20	As required by individual projects
9) Contractor shall assist the CEMS PMO in providing Customer Support services in support of the CEMS PMO mission.	23	As required by individual projects
10) Contractor shall assist the CEMS PMO in providing system and application level documentation in accordance with Air Force, and	21	As required by individual projects

SDs Number and Performance Objective	PWS Section	Due Date
DoD CMM/CMMI/IEEE standards. This includes any other office related documentation.		
11) Contractor shall assist the CEMS PMO in maintaining a baseline of project schedules in Microsoft Project format on ongoing “Modernization” C4SRD workload as required by the CEMS PMO.	21	As required by individual projects
12) Contractor shall provide Oracle Database Support of Oracle Databases. Discrete DBA activities will be reported in an electronic DBA journal.	39. o)	Monthly – 10th of each month
13) Contractor shall provide the CEMS PMO a report of Oracle database, Application Server availability/uptime.	39. o)	Monthly – 10th of each month
14) Contractor shall maintain records of calls, problems, and resolutions for end users then provide a monthly report of these events on the Help Call report.	39. o)	As required by individual projects
15) Contractor shall provide support of Information Technology Planning/Assessment. Specific report requirements shall be coordinated with the COTR, or designee.	24	As required by individual projects
16) Contractor shall assist the CEMS PMO in tracking and maintaining proof of all COTS software licenses and renewal of software maintenance agreements with prior approval of COTR, or designee.	26	As required by individual projects
17) Contractor shall provide support of Special Projects and report requirements shall be coordinated with the COTR, or designee.	27	As required by individual Special Project
19) Contractor shall deliver a Monthly Oracle Database Availability metrics.	39. o)	Monthly – 10th of each month
20) Contractor shall deliver a Monthly Application Server Availability metrics.	39. o)	Monthly – 10th of each month
21) Contractor shall deliver a Monthly Database Activities metrics.	39. o)	Monthly – 10th of each month
22) Contractor shall deliver a monthly Web-site traffic metrics.	39. o)	Monthly – 10th of each month
22) Contractor shall provide a monthly Task summary report to include the number of hours expended by each contractor’s time charged against every approved C4SRD(s).	39. o)	Monthly – 10th of each month

31. Records/Data

Records and data shall be documented in deliverable reports (electronically). Any databases/code shall be delivered electronically and become the sole property of the United States Government.

All deliverables become the sole property of the United States Government. The Government, for itself and such others as it deems appropriate, will have unlimited rights under this contract to all information and materials developed under this contract and furnished to the Government and documentation thereof, reports and listings, and all other items pertaining to the work and services pursuant to this agreement including any copyright. Unlimited rights under this contract are rights to use, duplicate, or disclose data, and information, in whole or in part in any manner and for any purpose whatsoever without compensation to or approval from the Contractor. The Government will at all reasonable times have the right to inspect the work and will have access to and the right to make copies of the above-mentioned items. All digital files and data, and other products generated under this contract, shall become the property of the Government. By reference, the following FAR and DFAR clauses are included in this contract as a part of the requirements herein:

- DFAR 252.227-7013, “Rights in Technical Data - Noncommercial Items.”
- DFAR 252.227-7014, “Rights in Noncommercial Computer Software and Noncommercial Computer Software Documentation.”
- FAR 52.227-22, “ Major Systems – Minimum Rights (Jun 1987)”

31.1 Copyright

Any software and computer data/information developed, as a component of this contract shall have the following statement attached to documentation:

“This computer program is a work effort for the United States Government and is not protected by copyright (17 U.S. Code 105). Any person who fraudulently places a copyright notice on, or does any other act contrary to the provisions of 17 U.S. Code 506(c) shall be subject to the penalties provided therein. This notice shall not be altered or removed from this software or digital media, and is to be on all reproductions.”

32. Additional Clauses:

- a. **FAR Clause 52.217-5 Evaluation of Options (Jul 1990):** Except when it is determined in accordance with FAR 17.206(b) not to be in the Government’s best interests, the Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. Evaluation of options will not obligate the Government to exercise the option(s).
- b. **FAR Clause 52.217-8 Option to extend Services (Nov 1999):** The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor anytime prior to expiration of the the task order.
- c. **FAR Clause 52.217-9 Option to Extend the Term of the Contract (Mar 2000):**

The Government may extend the term of this contract by written notice to the Contractor at least 3 days prior to the expiration of the current period of performance provided that the Government gives the Contractor a preliminary written notice of its intent to extend any time prior to expiration of the task order. The preliminary notice does not commit the Government to an extension. If the Government exercises this option, the extended contract shall be considered to include this option clause.

The total duration of this contract, including the exercise of any options under this clause, shall not exceed 6 years and 6 months. (The additional 6 months is IAW clause 52.217-8 listed above)

d. **FAR 52.212-4 Contract Terms and Conditions – Commercial Items** Clause is tailored to allow unilateral modifications to be issued after award of this task to obligate funding. The acceptance of the task award by the vendor constitutes written agreement of both parties that all future modifications issued for the obligation of funding will be issued by the GSA CO unilaterally. The vendor has responsibility for funds monitoring and tracking so by acceptance of this change, the vendor is agreeing to obtain in a timely manner the unilateral modifications from ITSS for the purpose of ensuring that funding totals are not exceeded and to ensure the vendor's responsibility for tracking and reporting deficits in funding can be accomplished per the terms of the PWS.

e. FAR Clause 52.204-9 Personal Identity Verification of Contractor Personnel (Jan 2006)

The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

The Contractor shall insert FAR clause 52.204-9 in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

f. Homeland Security Presidential Directive-12 (HSPD-12)

Homeland Security Presidential Directive 12 (HSPD-12) was issued to implement the policy of the United States to enhance security, increase Government efficiency, reduce identity fraud, and protect personal privacy by establishing a mandatory, Government-wide standard for secure and reliable forms of identification issued by the Federal Government to its employees and contractors (including contractor employees). Under this directive, the heads of executive departments and agencies are required to implement programs to ensure that identification issued by their departments and agencies to Federal employees and contractors meets the Standard. This policy can be found at the following website:

<http://www.whitehouse.gov/news/releases/2004/08/20040827-8.html>.

In performance of services under this task, contractor shall insure all its personnel who require physical access to federally controlled facilities and access to federally controlled information systems by 27 October 2007, have been issued identification in compliance with HSPD 12. In

their proposals, offerors shall confirm they will comply with the government client's identification procedure that is implementing HSPD-12 policy. The Security/Identification point of contact for the client agency that is responsible for implementing their HSPD-12 compliant policy is:

Cindy Ashmore
CEMS Operation Security Manager
639 ACSG/PEC
(405) 734-1555
Cindy.ashmore@tinker.af.mil

All costs associated with obtaining necessary clearances shall be borne by the contractor.

g. Section 508 Compliance Requirements: All Electronic and Information Technology (EIT) provided and procured through this effort must meet the applicable accessibility standards at Title 36, Code of Federal Regulation (CFR) 1194. Title 36, CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at <https://www.section508.gov>.

The Contractor shall indicate for each line item in the schedule and deliverables, whether each product or service to be provided will comply with the accessibility standards at 36 CFT 1194. Further, the proposal must indicate where full details of compliance can be found (e.g. vendor's website, or other exact location.). Note, this PWS must comply with all of subpart D – Information, Documentation, and Support (para. 1194.41), subpart B – Technical Standards, Software applications and operating systems (para. 1194.21), Web-based intranet and internet information and applications (para. 1194.22), Telecommunications products (para. 1194.23), Self contained, closed products (para. 1194.25), Desktop and portable computers (para. 1194.26) and as the requirement dictates, Contractor must comply with various parts of all other sections of Section 508 and state how they have complied in the monthly reports.

h. Limitation of Funds:

The Contractor shall not perform work resulting in charges to the government that exceed obligated funds.

This project will be incrementally funded for the T&M portion of the task. Funds will be added to this task as they become available. Contractor shall not perform work resulting in charges to the government that exceed obligated funds. The Contractor shall notify the Contracting Officer in writing, whenever it has reason to believe that in the next 60 days, the charges to the government will exceed 75% of the obligated funds. The notice shall state the estimated amount of additional funds required to complete performance of this task. The government is not obligated to reimburse the Contractor for charges in excess of the obligated funds and the Contractor is not obligated to continue performance or otherwise incur costs that would result in charges to the government in excess of the amount obligated under this order.

32.1 FAR Clauses Incorporated by Reference

In addition to the applicable clauses contained Alliant, the following FAR clauses are included in this task for added emphasis of their applicability:

52.204.2	Security Requirements (AUG 1996)
52.228-5	Insurance - Work on Government Installation (JAN 1997)

52.232-33	Payment by Electronic Funds Transfer (CCR) (OCT 2003)
52.227-14	Rights in Data – General (June 1987) Alt II (June 1987)
52.232-7	Payments Under Time & Materials & Labor Hours Contracts (DEC 2002)
52.232-18	Availability of Funds (APR 1984)
52.243-3	Changes – Time & Material or Labor Hours (SEPT 2000)
52.245-1	Government Furnished Property (JUN 2007)
52.246-6	Inspection Time & Material Labor Hour (MAY2001)
52.222-54	Employment Eligibility Verification (Jan 2009)
52.239-1	Privacy or Security Safeguards (Aug 1996)
52.237-2	Protection of Government Buildings, Equipment, Vegetation (Apr 1984)

33. Other Direct Costs / Travel

a) Other Direct Costs: Other Direct Costs (ODCs) may be required for this PWS. The Offeror is limited to purchasing only those items that are submitted by the CR/COTR, or designee, and indicated as ODCs. This includes any additional hardware, software, or other ODCs that are required by the CEMS PMO. The request must include the proposed price, all supporting documentation necessary to support a determination that the price is “fair and reasonable,” and an explanation regarding the need for the ODC. (Travel is not included.) ODCs are estimated to be \$109,140.00 for Licenses/Warranties and an estimated \$30,000.00 for IT Equipment, both over the life of the task order.

As Per Alliant: Materials are reimbursed at cost (no profit) in accordance with the Payments under T&M and LH Contracts clause (FAR 52.232-7), subject to the Allowable Cost and Payment Clause (FAR 52.216-7) and FAR 31.2. ODC estimates are not required in response to this PWS. Propose only an ODC mark up rate IAW your Alliant basic contract.

b) Travel: The Offeror will be reimbursed for travel to provide support at a Government site or other site as may be specified and approved by the CR/COTR, or designee, under this PWS. All travel shall be approved by the COTR, or designee, and CO prior to commencement of travel. The contractor shall be reimbursed for actual allowable, allocable, and reasonable travel costs incurred during performance of this effort in accordance with the Federal Travel Regulations currently in effect. (Travel estimate provided in the PWS Coversheet for and estimated \$5,000.00 per year).

34. Invoicing Instructions:

34.1 Payment Schedule / Invoicing: Billing and payment shall be accomplished in accordance with the contract and the above invoicing procedures via GSA Finance and ITSS . Failure to comply with these procedures may result in your payment being delayed, as the invoice may be rejected. Invoices for the Time and Materials, Labor Hour, and Work Orders type shall include, as a minimum, the following information:

- Task Order number
- Billing period covered for services performed
- For each task area under the PWS:

- Name of personnel
- Productive Direct Labor Hours for the current billing period and cumulative to date for each personnel
- Labor Category(s) associated with each employee
- Hourly Rate associated with each employee
- Any travel, materials, subcontract labor, or Other Direct Costs (ODC) incurred (including supporting documentation/receipts for all charges) for the current billing period and cumulative to date. These must also include a copy of the CEMS COTR approval.

Payment of invoices is subject to receipt of each Monthly Status Report (MSR) and Financial Status Report by the CEMS PMO. (MSR subject to this PWS and Alliant contract requirements.)

34.2 Invoice with Client Acceptance:

- a) The contractor must submit a copy of each invoice to the COTR (via the Information Technology Solution Shop (ITSS)), for record keeping purposes and to obtain Client Acceptance. Client Acceptance is required for prompt invoice processing and payment.
- b) Invoices that cannot be accepted by the Client Representative (CR) digitally must be submitted via an email to both the CR and the GSA Project Manager (PM).
The contractor is responsible to obtain acceptance from client and submit accepted invoice to Finance for processing as clarified in the PWS Cover Letter.

34.3 Invoicing/ Procedures for Payment

Invoice submission is a two step process:

33.1.1 Vendor shall develop Acceptance Information document in ITSS (<https://it-solutions.gsa.gov>) and attach a soft (electronic) copy of invoice with all required back-up documentation. The vendor must obtain client acceptance through ITSS.

33.1.2 Vendor shall complete invoice form on the Finance web site (www.finance.gsa.gov) and attach a soft (electronic) copy of invoice. From this site, go to Obtain Password/Sign-Up for email notification.

The vendor shall submit documentation in ITSS on Acceptance Information document and include copy of invoice and required back-up attached. After review of invoice and the determination of validity, the CR will accept and GSA PM will approve the invoice via the GSA/FAS web site (ITSS).

When submitting invoices vendors must ensure they comply with the following guidelines:

- Submit each invoice only once. Submitting multiple copies confuses and delays processing.
- If editing is required, update the first submission; don't create a second invoice submission.
- Make sure the invoice amount and the acceptance document amount are the same.
- Use the invoice number for both the Finance and ITSS submission. Don't use voucher numbers. Always enter the invoice number on the Acceptance document in ITSS. The invoice number must be identical in both sites.
- Do not use special characters in the invoice number, only alpha and/or numeric. No spaces in invoice number.

- If an invoice is rejected, a corrected invoice will be submitted using the original invoice number with some type of unique identifier attached; i.e. “R” to denote resubmission which will make the invoice number unique. Each invoice submission must have an invoice number that is unique.

The vendor is responsible for ensuring client acceptance of invoices in a timely manner (desired within 5 business days). This can be accomplished in ITSS or the contractor may have the client sign a hard copy of the invoice prior to attaching the acceptance information in ITSS as directed in step 1 above.

34.4. Timing of invoices

For T&M tasks, the vendor will issue invoices monthly for the prior month’s services. The CR will certify that the contractor performed IAW the task order and that the government received the hours and/or materials billed by the contractor at the agreed prices/rates. The requirements of FAR 52.232-7, Payments under Time-and-Materials and Labor-Hour contracts apply. The contracting office will certify the invoice for payment.

34.5 Payment of Invoices

Client acceptance is required for prompt invoice processing and payment. The vendor is 100% responsible for obtaining client acceptance and submitting this acceptance to the proper contracting office finance office for processing. The invoice will not be paid until the CR and/or contracting office determines the vendor provides sufficient information necessary to describe the services and/or commodities provided to the government. As a minimum, the vendor’s invoice must include the following information:

- Contract number
- Invoice number
- Invoice date
- Task number
- ACT number
- Client name, Address
- Period of performance covered by invoice
- Cost description
- Parts/CLIN numbers/services
- Total price
- Prompt payment discount terms

It is the vendor’s responsibility to include any and all required back up information with invoice submission in ITSS.

Payment of invoices shall be based on the acceptability of the invoiced item. All invoiced items must meet or exceed the contractual standard. If an invoiced item does not meet the established contractual standards, the invoice will not be paid until the item has been determined to meet the established standards.

35. Points of Contact:

a) Contract Officer Technical Representative: The Contract Officer Technical Representative (COTR), Client Representative (CR), or designee, responsibilities are as follows:

The COTR is the individual within the CEMS PMO, or designee, who has overall workload responsibility of this PWS.

- Making final decisions regarding any recommended rejection of deliverables;
- Providing workload clarification relative to the PWS;
- Providing advice and guidance to the contractor in the preparation of deliverables and services;
- Providing acceptance of deliverable services to assure compliance with requirement.
- Provides workload direction to the contractor, i.e., shifting work emphasis between functional areas
- Provides constructive recommendations, or otherwise serves to accomplish the purposes of this PWS.

The COTR does not have the authority to and may not issue any technical direction which:

- Constitutes an assignment of work outside the general scope of the PWS;
- Constitutes a change as defined in the “Changes” clause (see FAR 52.243-4)
- In any way causes an increase in cost or the time required for performance with the exception of authorizing overtime and travel after confirming that adequate funding has been obligated to the task award.
- Changes any of the terms, conditions, or other requirements of this PWS
- Suspends or terminates any portion of this PWS

The COTR does have the authority to:

- Monitor the contractor’s work progress, including surveillance and assessment of performance, and if required, recommend changes in their progress
- Assist the contractor in the resolution of work related problems encountered during performance
- Perform inspection and acceptance, or recommendation for rejection, of contractor deliverables and identify deficiencies in delivered items. Note: This does not replace any other quality assurance inspection requirements that are specified elsewhere within this PWS.
- Authorize travel and overtime in advance of its occurrence and after determining that there are adequate funds obligated on the task to complete the work/travel.

If in the opinion of the contractor, any instruction or direction issued by the COTR, or designee, is outside of this PWS, the contractor shall not proceed. The contractor will notify the CO, COTR, or designee in writing (email) within five (5) business days after receipt of the instruction or direction in question. The CO will make the final determination and decision on the instruction/direction in question.

The Contracting Officer (CO) for this effort is as follows:

Robin Johnson
GSA FAS AAS Region 7, CO
301 NW 6th, Ste 324
OKC, OK 73102
(405) 609-8084
rjohnson@gsa.gov

Appendix A
PAST EXPERIENCE INFORMATION SHEET

Provide the information requested in this form for each contract/program being described. Provide concise comments regarding your performance on the contracts you identify. Provide a separate completed form for each contract/program submitted. Limit the number of past efforts submitted and the length of each submission to the limitations set forth in the PWS *Coversheet, Past Experience*, of this solicitation.

A. Offeror Name (Company/Division): _____
CAGE Code: _____
DUNS Number: _____

(NOTE: If the company or division performing this effort is different than the offeror or the relevance of this effort to the instant acquisition is impacted by any company/corporate organizational change, note those changes.)

B. Program Title: _____

C. Contract Specifics:

1. Contracting Agency or Customer _____
2. Contract Number _____
3. Contract Type _____
4. Period of Performance _____
5. Original Contract \$ Value _____ (Do not include unexercised options)
6. Current Contract \$ Value _____ (Do not include unexercised options)
7. If Amounts for 5 and 6 above are different, provide a brief description of the reason

D. Brief Description of Effort as __Prime or __Subcontractor
(Please indicate whether it was development and/or production, or other acquisition phase and highlight portions considered most relevant to current acquisition)

E. Milestones:

1. Start Date: _____
2. Completion Date: _____

F. Primary Customer Points of Contact: (For Government contracts provide current information on all three individuals. For commercial contracts, provide points of contact fulfilling these same roles.)

1. Client Program Manager and/or Site Manager	Name	Richard Olivarez
	Office	CEMS PMO
	Address	6285 Hilltop Road, Bldg 4008
		Tinker AFB, OK 73145-2720
	Telephone	(405) 736-3770
	FAX Number	(405) 736-3807
E-Mail	Richard.olivarez@tinker.af.mil	
2. Contracting Officer	Name	
	Office	
	Address	
	Telephone	
	FAX Number	
E-Mail		

G. Describe why this past experience is relevant to the task described in this PWS.

This should include a discussion of relevance to this task with respect:

- 1) Scope (Most Important)
- 2) Size
- 3) Duration of the overall task as well as any relevance to specific work areas.

Appendix B
**CLIENT REPRESENTATIVE (CR) RESPONSIBILITIES
FOR TASK ORDER ADMINISTRATION**

1. Act as the Government technical representative for the contract administration.
2. Represent the Government in conferences with the contractor and prepare memorandums for the record of the pertinent facts.
3. Be the main point of interface with the contractor Task Leader and the filter for specific directions for PWS requirements between the Government and the contractor.
4. Maintain a filing system.
5. Provide contracting office with copy of work orders. Discuss with contracting office any question of possible 'scope creep'.
6. Review all deliverables for full compliance with PWS requirements and accept those that conform with PWS requirements.
7. Receive and accept services in a timely manner so that contracting office and the client's paying office may comply with all provision of the prompt Payment Act. This means the Client is instructed to alert the Contracting Officer within seven (7) days of receipt/review of a vendor's invoice if the client **does not agree** with the invoice and **does not want the invoice paid**. Please be advised that invoices may be paid by contracting office without written client acceptance unless the Contracting Officer is notified of a problem. Execute all responsibilities in a timely fashion so that all provisions of the Prompt Payment Act can be met.
8. Inform contracting office of potential technical, management and operational problems of the task order.
9. Ensuring that the contractor is not arbitrarily enlarging the scope of the contract or changing delivery schedules or otherwise obligating the Government to unanticipated or deferred cost and assuring that there is no duplication of work or costs.
10. Prepare and maintain a running list of items that remain at variance with contract requirements, apprising both the contractor and contracting officer of corrective action or the need for it.
11. Maintain a master copy of the official list of defects and omissions.
12. **Ensure that all defects and omissions are corrected or completed.**
13. **After confirmation of adequate funding, the COR is authorized to approve overtime and travel.**

AS A CLIENT REPRESENTATIVE, YOU ARE NOT AUTHORIZED TO:

1. Supervising the contractor employees, i.e., approving leave, certifying time cards. **This is the responsibility of the contractor's management.**

2. Award, agree to, or execute a contract or contract modification.
3. Obligate, in any way, the payment of money by the Government.
4. Make a final decision on any matter that would be subject to appeal under the Disputes Clause of the Contract.
5. Re-designate any of your assigned duties unless specifically authorized to do so.
6. Cause the contractor to incur costs not specifically covered by the contract, and this delivery task order, with the expectation that such costs will be reimbursed by the Government.
7. Terminate for any cause the contractor's right to proceed.

In short, it is important to remember:

- Communicate with contracting office on a regular basis
- Communicate with contractor Task Leader on a regular basis
- Review/sign monthly performance signifying satisfactory performance was received during the month.
- On ANY questionable performance, contact contracting office and discuss the issue
- Review monthly progress reports.
- Provide contracting office documentation when necessary for task order file
- Review/sign milestone and completion
- For any contractual issues, discuss with contracting office for guidance and/or remedial action

Richard Olivarez, COR/COTR

639 ACSG/PEC

Digitally signed HENSON JON D. 1230906960 on behalf of Richard Olivarez
14 Dec 09